



# US ARMY GARRISON MANNHEIM

Directorate of Public Works  
Housing Division



## Family Housing Resident Handbook

2<sup>nd</sup> Edition

January 2010



# TELEPHONE DIRECTORY

## EMERGENCY NUMBERS

<b>FIRE</b>	<b>730-117</b>
<b>US Army MEDDAC Hospital Heidelberg</b>	<b>06221-17-2891</b>
<b>Klinikum Mannheim (University Hospital)</b>	<b>0621-383-0</b>
<b>Military Police</b>	<b>730-114</b>
<b>German Police/Polizei</b>	<b>730-110</b>
<b>Emergency Service Order Desk</b>	<b>730-115</b>

## DIRECTORATE OF PUBLIC WORKS (DPW)

DPW	730-1560
Self Help Store (Taylor Barracks)	730-8978
SORT Center (Taylor Barracks)	730-7678

## HOUSING DIVISION

Housing Manager	730-2611
Secretary	730-3548
Customer Service Branch	730-3987
Facilities Management Branch	730-3002
Furnishings	730-3466
On-Post Housing Section	730-2358/2449/3547/3190
Off-Post Housing Section	730-3349/3527/2252/2793
Key Control Section	730-2253/3427

## OTHER IMPORTANT NUMBERS

ACS	730-2759
AFN Europe	0621-46085444
Cable Television (TKS)	0631-35-22222
Franklin Guesthouse	730-1700/9218
Inbound Transportation	730-3435/2485
Outbound Transportation	730-2015/3288/2020
Vehicle Receiving Point for POVs	730-7384/7040
Veterinary Clinic	730-2312



**DEPARTMENT OF THE ARMY**  
**UNITED STATES ARMY GARRISON MANNHEIM**  
**UNIT 29901**  
**APO AE 09086-9901**

IMEU-MAN-ZA

4 January 2010

**MEMORANDUM FOR NEW HOUSING RESIDENTS**

**SUBJECT: Welcome Letter**

1. Welcome to the Mannheim Community and to your new home in Benjamin Franklin Village (BFV). I hope that you will enjoy your new home and that you will find the experience of living in BFV pleasant, thereby making your tour in Mannheim a rewarding one.
2. The Family Housing Resident Handbook was designed to increase and enhance communication with our residents by providing pertinent information regarding USAG Mannheim policies, procedures, and guidelines governing occupancy of Government family housing. The information provided herein complies with policies and regulations of the Department of Defense, the United States Army and USAG Mannheim. It also outlines and clarifies your responsibilities as a new resident and other post support activities in relation to housing. Sponsors and their family members are expected to adhere to all policies and regulations governing occupancy of family quarters; therefore, it is important that you and your family members become familiar with the information contained in the handbook.
3. Community living requires cooperation and consideration of every resident. Every effort must be made to avoid interpersonal conflicts that may lead to unpleasant situations. The USAG Mannheim Commander maintains an Area/Building Coordinator Program to assist in keeping our community a harmonious place to live. The housing Chain of Command is posted in your stairwell and is your first step should a conflict arise.
4. Again, I welcome you and your family to the Mannheim community and hope you enjoy your tour of duty with us.



ELIZABETH RYAN GRIFFIN  
LTC, EN  
Commanding

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## HOUSING AREAS ORGANIZATION

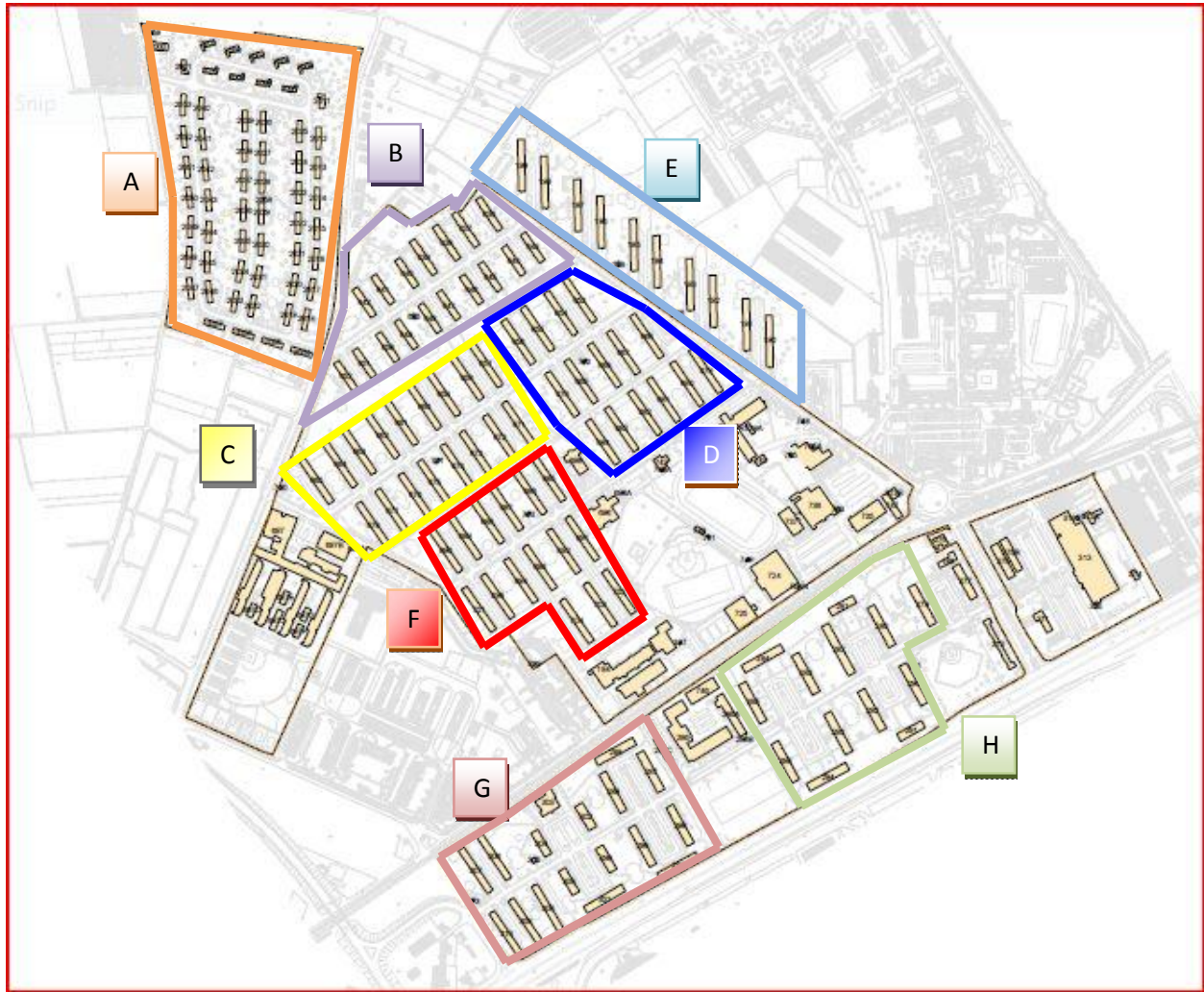
<u>AREA</u>	<u>LOCATION</u>	<u>BUILDING NUMBERS</u>
A	Grant Circle and Taylor Street	2001 through 2057
B	Jackson Street	636 through 652
C	Jefferson Street	657 through 665 and 671 through 678
D	Jefferson / Washington Streets	653 through 656, 666 through 670 and 679 through 684
E	Lincoln Street	190 through 199
F	Washington Street	685 through 695 and 701 through 704
G	Columbus Street	287 through 289, 296 through 304 and 306 through 310
H	Columbus Street	279 through 285 and 290 through 295

The Housing Areas are outlined on the BFV Site Map on the next page.

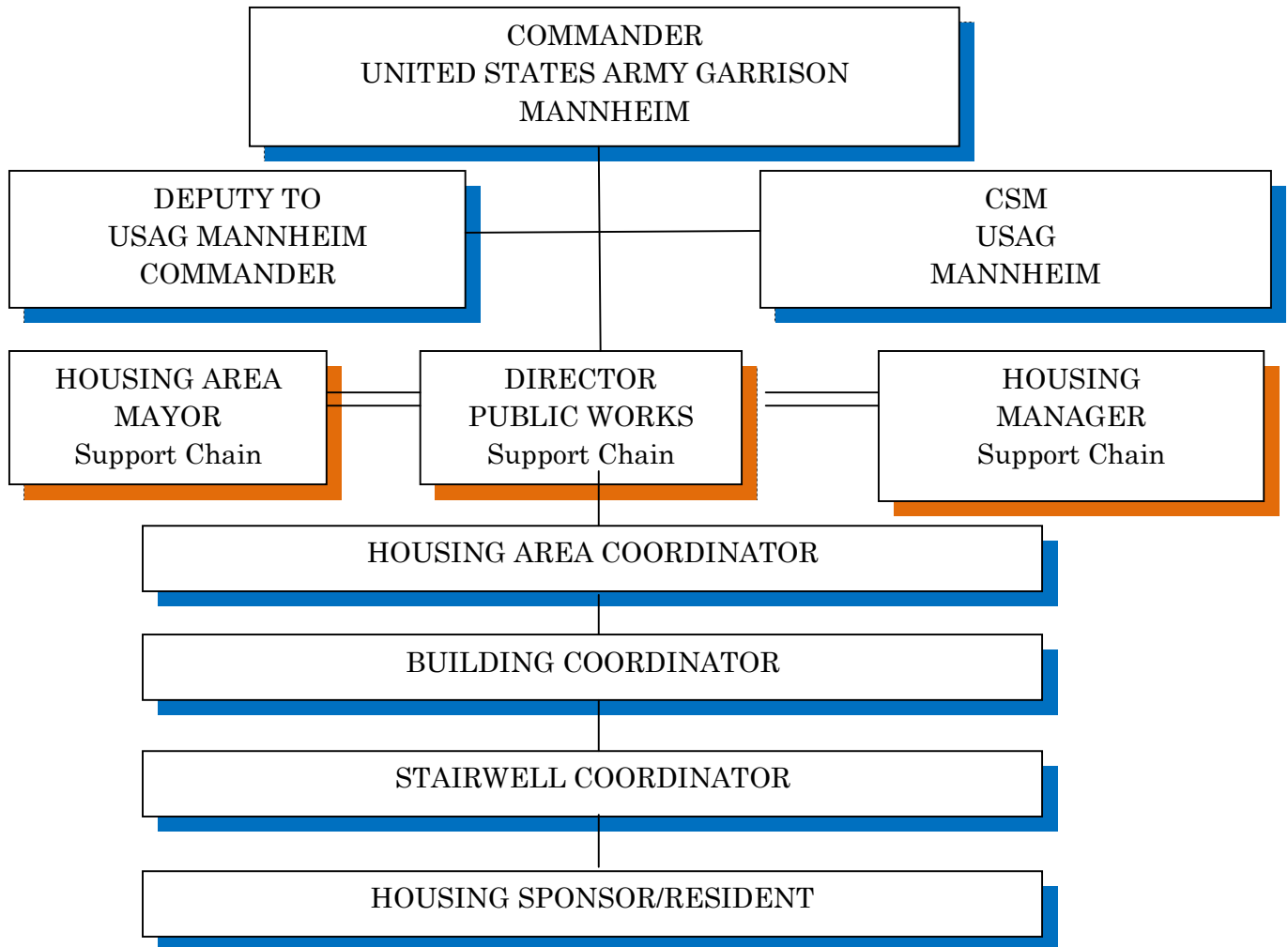


# HOUSING AREAS SITE MAP

## BENJAMIN FRANKLIN VILLAGE



## HOUSING AREA CHAIN OF COMMAND



The Housing Area Chain of Command should be used for the resolution of any complaints or disputes that may arise within the housing area. The solid line reflects the Chain of Command; the broken line reflects the support chain available to Area Coordinators. All problems or disputes within a housing area should be elevated to the next level of command as shown. Building Coordinators are responsible for posting the Chain of Command in each stairwell.

Area coordinators, Assistant Area Coordinators, Building Coordinators and the USAG Mannheim command staff group may issue Housing Citations to residents who fail to fulfill their responsibilities or who are in violation of this directive or other applicable directives. The Housing Manager, upon request of an Area Coordinator, will issue a formal warning letter. If subsequent warning letters are necessary, they will be from the USAG Mannheim Commander to the sponsor through his/her Brigade and Battalion Commanders. Repeat violations of housing or any other post policies can result in involuntary termination of Government quarters (eviction) and/or revocation of command sponsorship and early return of dependents.

## AREA COORDINATOR AND MAYORAL PROGRAMS

The Commander, USAG Mannheim, serves as the Installation Coordinator for all government family housing areas in Mannheim. The Commander manages the housing areas through the Area Coordinator and Mayoral programs to maintain a high quality of life for housing residents and acceptable standards in facilities and on grounds.

The Area Coordinator for each housing area will be a brigade or battalion level tenant commander as designated by the Garrison Commander. The USAG Mannheim Commander will appoint in writing Area Coordinators. The senior area/building resident with at least one year remaining prior to their DEROS will typically be appointed as the Building Coordinator. The appointment as Building Coordinator will continue until such time as officially relieved from the appointment. The appointment will typically remain in effect for a minimum of one year, even though a more senior resident may be assigned to the building. Residents of temporary family housing units will not usually be appointed as Building Coordinators. Additionally, chaplains, lawyers, Inspector Generals, and staff doctors normally will not be appointed as Building Coordinators. Single/unaccompanied personnel that reside in family housing units that have been diverted to Unaccompanied Personnel Housing (UPH) quarters also will not be appointed these duties, but will still be responsible for stairwell duty.

The Housing Manager will appoint all Building Coordinators in writing. The Building Coordinator will typically be the senior resident of the building that has a minimum of 12 months remaining prior to his/her DEROS as previously stated above.

Building Coordinators must appoint an Alternate Building Coordinator and Stairwell Coordinators. Stairwell Coordinators will usually be the senior resident of the stairwell. All appointments will be made in writing and a copy of the appointment order will be provided to the Housing Manager, as well as a current email address.

Responsibilities of Area, Building and Stairwell Coordinators are defined in the USAG Mannheim Family Housing Management Policy.

**Area Coordinator:** The Area Coordinator works to resolve problems and conditions brought to his/her attention by the Building Coordinator. Any items the Area Coordinator cannot resolve will be forwarded to the USAG Mannheim Commander. The Area Coordinator conducts meetings with Stairwell and Building Coordinators to discuss and resolve common problems, improvements, and suggestions to improve the quality of life for all residents.

**Building Coordinator:** The Building Coordinator works to resolve problems and conditions that the Stairwell Coordinator brings to his/her attention. The Building Coordinator conducts biweekly inspections of the building and grounds ensuring that all fire and safety standards are met.

**Stairwell Coordinator:** This person deals directly with the resident in resolving problems, disputes, and other matters within the stairwell. This is your first step in solving any problems or conditions that may occur while residing in Government quarters. The Stairwell Coordinator informs the residents of their duties and responsibilities regarding conduct of family members, pet control, parking, and updates the stairwell bulletin board with information relative to your community. Additionally, Stairwell Coordinators are responsible for submitting service orders for deficiencies in common use areas. Coordinators are also responsible for ensuring compliance with policies and procedures described in this handbook.

**Mayors:** Residents of each housing area will elect a mayor annually or an individual will be appointed by the USAG Mannheim Commander to serve a one-year term. The mayor will be an adult military spouse resident of government quarters within the housing area. If no spouse volunteers to serve as mayor, a military service member may assume the duties of mayor within the housing area in which he/she resides with the permission of his or her commander. The Chief, Housing Division will conduct the election process. The Chief, Housing Division will publish specific guidelines concerning the election process prior to each election. Duties and responsibilities of mayors are outlined in the [USAG Mannheim Family Housing Management Policy](#).



## ABOUT YOUR QUARTERS

All on-post family housing is located in Benjamin Franklin Village (BFV). The dwelling units (DUs) were constructed in the 1950s and are provided by the Host Nation rent-free. All family housing units meet adequacy standards for assignment and occupancy.

Based on housing requirements, the DUs are equitably distributed and designated for occupancy according to grade category, i.e., senior officer (O6), field grade (O4-O5), company grade (O1-O3), senior enlisted (E7-E9) and enlisted (E1-E6). (See BFV Site Map)

The majority of the buildings in BFV are stairwell types with 3-4 floors and 12-24 units per building. Some buildings have washers and dryers located within the unit; however, the majority of stairwell quarters have laundry facilities located in the basement. Stairwell or apartment type DUs are designated for occupancy by company grade, senior enlisted and enlisted personnel.

Quarters located in Grant Circle/Taylor Street consist of two-story 4 bedroom duplexes and single houses. Each DU has a basement with a laundry room and storage space. These DUs are designated for occupancy by field grade and senior officers. Single houses are designated specifically for key and essential (K&E) battalion commanders and battalion command sergeant majors.

Most family housing units have 220 volt (V) electrical wattage; however, some units have both 110V and 220V electrical wattage. Units with 220V wattage require the use of a transformer when using 110V electrical items (see TRANSFORMERS for more information). New transformers may be purchased at the AAFES Post Exchange (PX). Used transformers may be purchased at the Thrift Shop, Bldg 235 on Sullivan Barracks.

Multi-family buildings have storage rooms located in the basements for use of the building residents that are assigned upon assignment to quarters. Duplexes and single houses have storage buildings in the backyards and storage space in the basements of the DUs.

Unlike stateside housing, family quarters overseas are not air-conditioned nor are air conditioners provided by the Government. Residents are permitted to use personally owned portable air conditioners in their quarters. Window air conditioners are prohibited for safety reasons (see AIR CONDITIONERS and CEILING FANS). A copy of the USAG Mannheim policy on air conditioners is located in Appendix A to this handbook.

## GENERAL INFORMATION

The following topics provide general information regarding your quarters.

### QUIET HOURS



Local noise guidelines are much more restrictive in Germany than in the United States. Established quiet hours are from 2200 until 0700 hours the next morning (including weekends and holidays). German mid-day quiet hours are in effect in most communities. The quiet hour policy applies to areas adjacent to family quarters as well as to building interiors. Noise generated within an apartment or in common-use areas (e.g., noise in laundry rooms and gazebos) should not be audible to residents of other apartments during quiet hours.

German law stipulates that noise is acceptable only as long as neighbors are not disturbed. Avoid noise of any kind, loud music, cutting grass, and running engines, between 2000 and 0700. Confine playing musical instruments or stereo equipment to quarters. Volume levels should be such that no loud music can be heard outside the residence. Adjust accordingly when windows are open during the summer months. The same general rules apply to playing car radio/audio equipment. Operate lawn mowers only between 0700-1300 and 1500-2000. German law restricts using power lawn mowing equipment on Sundays or local German holidays.

## COMMON USE AREAS

Common use areas in family housing are areas that are shared by all building occupants, which include, but are not limited to, hallways, stairwells, laundry rooms storage areas/rooms, and exterior grounds area.

## LAUNDRY ROOMS

Laundry Rooms are for the exclusive use of occupants assigned to quarters in a building. Residents are responsible for keeping laundry rooms clean and free of all empty laundering packaging (cartons, bottles, fabric softener sheets, etc.). Storage of any item not pertaining to laundering is prohibited. Residents should exercise care and consideration of others when utilizing washers and dryers by:

- a. Not using all machines at once.
- b. Removing clothing from appliances after the completion of washing and drying cycles.
- c. Cleaning washers and dryers (lint traps) after each use.
- d. Policing laundry rooms immediately upon completion of each laundry session.

For force protection and physical security measures laundry rooms will be secured when not in use.

## STORAGE ROOMS (ASSIGNED AND COMMON)

Storage areas/rooms are for the exclusive use of residents. Storage areas will be kept clean, neat and orderly at all times. Storage areas/rooms will be emptied and cleaned upon termination of quarters.

**Combustible or flammable materials (gasoline, charcoal lighter fluid, paints, and propane gas bottles, etc.) will not be stored in dwelling units or in storage areas within the buildings. Storage of gasoline lawnmowers, grills with propane bottles, motorcycles, etc. in quarters or in the basement storage room is prohibited.**

**Basements are not to be used as living and sleeping areas. 90 day Government loaner furniture will not be stored in storage areas/rooms.** The 90 day Government loaner furniture will be turned into the Furnishing Management Warehouse at the end of the 90 day period or prior to the delivery of household goods; whichever comes first.

Furnace rooms, boiler, and mechanical rooms will not be used for storage. Storage areas such as broom closets should be kept orderly and free of debris. Storage under stairs, in basement hallways, in laundry rooms, and in stairwells is prohibited.



Storage of certain limited items in the common storage areas is allowed but all items must be in compliance with the common storage area rules found in **Appendix I**. Building Coordinators are responsible for ensuring that the common storage areas are kept clean, organized, and free of clutter and unauthorized items. **All unauthorized items found in the common storage areas are subject to immediate removal and disposal without notice by the Building Coordinator.**

**IMPORTANT NOTE:** The basement storerooms in stairwell apartments are high-risk flood areas. Basement drains can and do back up. **DO NOT** store items that can be damaged by water in the basement storage rooms. Store items on wood pallets to prevent water damage to your property (pallets can be acquired from the TMC contractor, if available). Keeping the exterior basement door areas clean and free of leaves and debris will help prevent flooding of drainage ducts and basements which will prevent a loss of personal property.

## EXTERIOR GROUNDS AREAS

The grounds within 50 feet of the building are considered common areas and are open to all residents of BFV and their guests. Residents should normally utilize the facilities adjacent to their buildings. All USAG Mannheim policies must be adhered to during use of common picnic areas. All trash and debris must be properly disposed of before departing the area. (See RESIDENT DUTIES AND RESPONSIBILITIES for residents' grounds maintenance requirements).

## SMOKING



Residents may smoke within their assigned quarters; however, smoking in common use areas of family housing buildings is not authorized. This includes stairwells, laundry rooms, basements (hallways and storage rooms) and attic rooms used as dayrooms or party rooms or for other gatherings.

## TRANSFORMERS

Transformers come in a variety of sizes. Transformers plug into the 200V outlet and allow use of 110V appliances. Clocks and other timed devices may not properly function due to the difference in cycles.

It is extremely important to know the watt (W) rating of your transformers. Transformers typically rate 15W, 75W, 150W, 300W, 750W, or 1000W. Check the watt rating on the appliance prior to plugging it into the transformer to ensure it does not exceed that of the transformer. Avoid plugging multiple appliances into one transformer as the total watts may exceed that of the transformer.

Whenever possible, use transformers with a replaceable fuse and a switch on the power cord. Transformers are big energy wasters as they continue to draw power even when the connected

appliance is turned off; therefore, always turn off and unplug transformers when not in use. Replacement transformer fuses may be purchased at AAFES.

## SURGE PROTECTORS

Due to the sometimes-unstable weather conditions, electrical spikes and surges, it is highly recommended that you use surge protectors. Surge protectors will guard against damages to your electrical appliances, i.e., computers, televisions, and stereo. Purchase of surge protectors is the resident's responsibility. The Claims Office will not support payment for damage caused by normal surge.



## CABLE TELEVISION

All on-post residents receive 10 free AFN TV channels via cable. Problems with reception of AFN channels should be reported to AFN Europe. Service is provided 24 hours a day, 7 days a week. Problems with reception or service with other cable channels should be reported to TKS Cable by phone or by e-mail, [tskl-service@t-online.de](mailto:tskl-service@t-online.de). (See Telephone Directory for phone numbers for AFN Europe and TKS Cable.) AFN Europe can also be contacted on their website at [www.afneurope.net](http://www.afneurope.net)

## SATELLITE DISHES, ANTENNAS AND AMATEUR RADIOS



Residents desiring to install a satellite television receiver dish or any type of antenna on the exterior of their apartments must obtain the approval of the Housing Manager prior to the installation. The request must be submitted in writing to the Housing Manager and must include the building and apartment number, the type of dish or antenna, the desired use of antenna and location or position the dish or antennae is to be installed and the installation method. Under no circumstances will approval be granted to deface the structural exterior of the building for installation of a satellite dish or to be installed in an area that will result in a nuisance for neighbors. All installations are subject to inspection and approval by the Facilities Management Branch. **All costs associated with installation, maintenance, and removal, to include property restoration, will be at the resident's expense.** The device must be removed prior to clearing family quarters.

Amateur radio operators must ensure that their antenna installation does not interfere with other residents' radio, TV, or stereo equipment. Amateur radio operators may refer to the office of the Command MARS Director, Europe, for information and assistance at DSN (314) 381-8735 or commercial 0621-730-8735.

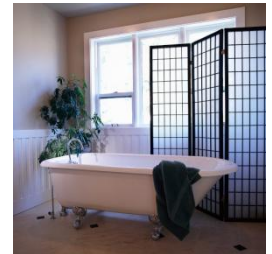


## HEATING SEASON

The heating season for Germany usually begins 1 October, when the average daily temperature or weather conditions is below 60 degrees Fahrenheit for three consecutive days. The heating season ends 31 April. The USAG Mannheim Commander can approve exceptions based on local conditions. Space heaters typically draw more power than the circuits are designed to withstand. For this and for safety reasons, space heaters are not authorized in Government quarters

## VENTILATION OF QUARTERS/MOLD:

Most windows in family quarters have been upgraded to have double-paned windows. While this is great for energy efficiency, it poses new challenges in fighting mold and mildew. Residents must ventilate their quarters daily by opening windows to create a cross draft. If cross drafts are created for 10 minutes a day and after each shower, mold and mildew should not be a problem.



In bathrooms without windows, make sure that the ventilation shaft is open and **do not close** the bathroom door following showers and baths. The bathroom will benefit when cross-ventilating other parts of the house.

If mold and mildew manage to develop anyway, open windows in the affected area to facilitate drying, then scrub the mold spots with a solution of 1 cup chlorine bleach and 1 gallon of warm water, rinse, and then wipe dry. In the case of mold on painted surfaces, allow this solution to soak. Then scrub lightly, rinse, and wipe dry.

**NOTE: IF MOLD IS LEFT UNATTENDED IT CONTINUES TO GROW, IT COULD POSE POSSIBLE HEALTH AND ALLERGEN PROBLEMS IN YOUNG CHILDREN. BE SURE YOU FOLLOW THE DIRECTIONS ABOVE TO SAFE GUARD YOUR FAMILY.**

## SWIMMING POOLS

The use or installation of pools is not authorized in the common areas of Army family housing for the following reasons:

- a. The responsible adult is unable to provide the required supervision at all times.
- b. There is inadequate protective fencing for the pool area(s).
- c. The pools are typically unfiltered and water becomes dirty quickly and provides a haven for mosquitoes to hatch; which is a health hazard.
- d. The pools contain large amounts of water and it would be difficult to drain properly without damaging the local environment or in some cases housing facilities.



The garrison commander will direct immediate removal of privately owned pools from common areas. If the garrison commander cannot identify the pool's ownership, then the garrison commander will consider the structure abandoned property and will dispose of it as appropriate. It is not the intent of this policy to simply leave abandoned pools for the garrison's removal.

Small, very shallow wading pools are authorized with written approval from the garrison Housing Office, provided:

- a. The responsible adult must be at the pool at all times while water is in the pool.
- b. The water level is kept at a reasonable depth, taking into consideration the age of the child, size of the child and any other safety issues.
- c. The pool is emptied and stored out of reach of children after each use.

## **WATERBEDS**

The installation and use of personally-owned waterbeds in Government family housing units **IS PROHIBITED** without prior approval of the Housing Manager. Residents must present a written request to install a waterbed to the Housing Facilities Management Branch (FMB) prior to placement of a waterbed (See **APPENDIX B** for request form). The FMB will review and evaluate the information submitted to ensure that:

- a. Installation will not exceed the safe limits of structural floor loading.
- b. Point loadings (units with legs carrying the distributed weight of the containment water element) will not, in themselves singularly or collectively, exceed the safe limits of structural floor loading.
- c. The basic design of the installed unit will present the least potential for damage of any type while in normal use.

The Chief, Facilities Branch will recommend approval or disapproval of the request based on the technical review and evaluation, and submit the request to the Housing Manager for final action on the request.

Residents must acquire and provide proof of insurance for a waterbed when submitting their requests for use of waterbeds.

## **TREE/PLAY HOUSES**

Construction of tree or play houses are not authorized. Only lawn type plastic play sets, as sold in the PX are approved for use.

## GRILLING

**Grilling or storing charcoal or grills and propane stoves on balconies is not permitted at any time.** Grilling on balconies constitutes a fire hazard

and/or causes smoke problems to upper floors. Residents may grill in ground areas that are least 30 feet away from any building and that do not constitute a menace to others. Security, policing, sanitation and maintenance of common grounds areas are joint responsibilities of all occupants. Damages to common areas will be reported to the Building Coordinator.

Residents will comply with posted fire regulations and may be liable for damages to government property caused by violations (as stated in Army Regulation 420-90). Gas grills with fuel bottles may be stored next to buildings and must be emptied before the winter season.



## COMPLAINT PROCESS

The first step in the process of dealing with complaints in your building or housing area is to go to the person with whom you have differences and discuss your issues openly, calmly, and honestly. All efforts should be made to refrain from making the issue a personal one. If this does not solve the problem, report it to the Stairwell Coordinator. Keep records of your attempts to solve the issues. If the Stairwell Coordinator is unable to or fails to resolve the problem, he/she should report it to the Building Coordinator. You should be involved in this process as well. If the issue still isn't resolved, it should be elevated to the Area Coordinator. Again, it is important to keep track of all issues, discussions, the persons you dealt with, and what steps have been taken to get an issue resolved. If the Area Coordinator is unsuccessful in or fails to resolve the issue, it should be brought to the attention of the USAG Mannheim command group.

All issues should be dealt with and solved at the lowest level possible. All residents should strive to ensure a peaceful, pleasant and harmonious living environment with their neighbors.

## RENTER'S INSURANCE

Renter's insurance is an option that should be considered by all residents residing in government family housing. Sponsors are responsible for any damages to personal items as well as damages to the quarters. Residents are ultimately responsible for their own actions as well as the actions of their family members and guests. Residents are reminded that the government is not liable for personal property damage due to acts of God such as lightning and storm damage.

You should evaluate different policies to ensure the proper amounts, and types of coverage, which will be provided. Policies can be written for full replacement value of personal property. A second type available, for a lesser premium, is an Actual Cash Value (ACV) policy, which covers a depreciated value of your items. Be sure to ask an agent the best way to inventory your household contents. Reevaluate your coverage yearly and include any major purchases.

Some insurance companies offer discounts for non-smoking homes, fire extinguishers, and smoke detectors located on the premises. Any insurance company representative can provide additional information.

## PROJECTS AND RENOVATIONS



We vow to keep residents informed on current or planned projects for their buildings, homes and neighborhoods. Information may be provided through newspaper articles, by direct mailings, in Community Information Forums (CIF), town hall meetings, and/or through the Building Coordinator and mayors. The Facilities Management Branch is the point of contact (POC) for questions on specific projects or other related concerns.

## RESIDENT DUTIES AND RESPONSIBILITIES

Residents are responsible for maintaining their homes as prudent homeowners and in accordance with good housekeeping practices. This means keeping your home, storage area, parking space and grounds in a clean, orderly, sanitary and safe condition and for performing minor self help repairs and/or calling in service orders as required keeping the housing unit in a good state of repair. Routine service orders can be placed by phone or through the DPW website (see Telephone Directory). Repairs must be accomplished as soon as practicable to prevent further damage. Sponsors will be held responsible for damages resulting from negligence due to failure to call in service orders in a timely manner to prevent damage to their quarters. Residents are expected to provide workmen with access to their quarters to perform service order repair work.



Sponsors are responsible for ensuring that their quarters, grounds, and equipment are not subject to abuse or neglect, and that the premises are not used for commercial, illegal, or immoral purposes.

Occupancy of Government quarters carries with it a responsibility for some self-reliance by doing "handyman" or self help type work. Self help type jobs are those that prudent homeowners would perform to preserve their property and to reduce the cost of maintenance, repairs and utilities. The Self Help Issue Point (SHIP) for Mannheim is located on Taylor Barracks. More information on resident self help requirements is listed under SELF HELP in this handbook.

Sponsors are responsible for the conduct of their family members and guests at all times. Sponsors will ensure that they, their family members and their guests comply with all provisions of this directive. Sponsors and their family members are required to cooperate with the Housing Area Chain of Command.

Residents will report to the Military Police Desk Sergeant any individual soliciting in the housing area without proper authorization.

Security, police, sanitation and maintenance of all common areas and buildings is the joint responsibility of all residents, including the weeding and trimming of all shrubs and flower-planting areas, within 50 feet of their building or half the distance to the next family housing building, whichever is less. If the sponsor is absent from the community area (leave, temporary duty (TDY), field training exercise (FTX), deployment, etc.), the family members will be responsible for the maintenance of the common-use areas.

Residents will place household trash into the designated dumpsters/plastic trash containers in their areas. Trash will not be left in hallways, stairwells, common-use areas or placed on the ground next to the trash containers. Residents must ensure that no safety, health or fire hazards exist. Trash should be placed in bags and the top sealed prior to disposing of it in the dumpster. Parents are responsible for ensuring that young children who take out the trash can reach the dumpster lid to open it, place the trash in the dumpster and close the lid. The child must also be able to clean up any mess they may have caused in disposing of refuse. All housing residents have a shared responsibility to keep the trash picked up from around their buildings and dumpsters. Grant Circle quarters have individual trash containers that are to be placed curbside for pickup (see REFUSE AND RECYCLING PICKUP SCHEDULE).

Residents must comply with the community Separate or Recycle Trash (SORT) Program. Details of the SORT Program are contained in this handbook and on the DPW web page (See Telephone Directory).

Except on ground floors, shaking of rugs and dust mops and sweeping debris from windows and balconies is prohibited. Bedding, rugs, dust mops, television and radio antennas, laundry, and other items will not be hung out of windows or on balconies.

Balconies will be maintained in a clean and orderly fashion. Flower boxes will be attached to balconies so they hang inside the balconies. Objects such as flower boxes or pots will not be placed on the outside window ledges of apartment buildings unless firmly attached.



Residents of multi-family (stairwell) dwellings are responsible for grounds maintenance within fifty (50) feet of their building and one-half the distance to the next dwelling unit when less than 50 ft. The area between the sidewalk and the streets, to include front and side if on a corner lot, is also resident responsibility. Residents must ensure that landings, steps and sidewalks are kept clean and free of trash, snow, obstructions, and other hazards. For performing grounds maintenance, the Assistant Installation Coordinator (AIC) issues standard gardening tools/equipment to Building Coordinators for residents' use. All adult members of the building are expected to perform their fair share of ground maintenance.

In multi-family buildings, coordination of building residents is necessary to insure all adjoining and common areas are free of trash, snow, and ice. It is the Building/Stairwell's Coordinators

responsibility to ensure all residents comply with these instructions. By performing these duties cooperatively, residents can establish and maintain a harmonious relationship with their neighbors.

Safety deficiencies or maintenance requirements in a common use area in the interior or exterior of stairwells or buildings should be reported to the Stairwell or Building Coordinator.

Residents are responsible for ensuring fire safety within the family housing areas. This includes ensuring that children do not play with matches, cigarette lighters, or other incendiary devices.

**The use of fireworks, firearms or explosive devices in Government housing areas is strictly prohibited.** Residents must ensure that food being cooked in the kitchen or on barbecue grills, etc., is not left unattended. Sponsors will be held financially liable for damages resulting from negligent actions by themselves, their family members, or their guests.

Residents are permitted to erect tents, lawn furniture /equipment, small wading pools, volleyball/badminton nets, horse shoe pits on lawns in common grounds areas subject to the following restrictions:

- a. Tents will not be left on lawns longer than seven days and the resident must have prior approval in writing. (See shade/shelter on page 36-37)
- b. Lawn furniture will be stored in storage rooms after each use.
- c. Charcoal and/or gas grills will not be left in open areas overnight. Grills may be stored outside stairwell buildings in areas designated by the Building Coordinator.
- d. Volleyball and/or badminton nets will be disassembled and stored after each use. Nets will not be left in open areas overnight.



### GRANT CIRCLE/TAYLOR STREET RESIDENTS

In the summertime, residents will ensure that lawns, shrubs, carports, balconies, driveways, and sidewalks are maintained daily or as necessary. This includes policing any garbage, disposing of pet feces, timely cutting and trimming of grass, edging along sidewalks, watering, fertilizing and pruning of your yard, bushes and trees and raking of leaves. Push-type lawn mowers are available for issue from the Self Help Issue Point (SHIP) in Building 374, Taylor Barracks, on a 24-hour loan basis only. All garden, lawn, and shrubbery maintenance within 50 feet of the exterior walls or carport of a resident's house (or half the distance to the next house, whichever is less) is that resident's responsibility. Residents of units on the outside perimeter of Grant Circle are responsible for the maintenance of grounds to the fence line even though in some cases, this may exceed 50 feet from the house. Before clearing quarters, all required yard maintenance, including bush pruning, will be performed within 2-3 days before final inspection (the DPW is responsible for any work more



than seven feet off the ground). The DPW will provide guidance as to proper times for pruning, planting, etc., and for type of plants authorized. Grass cuttings and pruned debris will be bagged and placed along curbside for DPW pickup. Do not place cuttings in storm gutters.

Residents of single family dwellings are responsible for grounds maintenance of the ground areas that fall within their logical lot line, i.e. one-half the distance to the next dwelling unit, but normally not more than fifty (50) feet from the unit, whichever is less. These residents are also responsible for the areas between the sidewalk and the streets, to include front and side, if on a corner lot and for ensuring that sidewalks, driveways, and porches are kept clean and free of trash, snow, obstructions, and other hazards.

In snowy weather, residents are responsible for the removal of snow and ice from steps, porches, driveways, and sidewalks in the front and rear of their quarters and will clear walk areas daily. The Self Help Issue Point (SHIP) in Building 374, Taylor Barracks, will provide a special chemical mix sand/salt for this purpose. Snow must be removed prior to sprinkling salt. In addition, individual residents are responsible for keeping their assigned parking spaces free of snow and ice. Snow shovels and sand/salt are available from the expanded self-help store.



Lawn furniture will be kept in good repair. Wooden picnic tables are not official Government property and are only provided when available. The resident must accomplish repair of any table provided. Materials will be made available through the Self Help Issue Point (SHIP), subject to availability of funds.

**Fences** in the Grant Circle/Taylor Street area: Any fence that a resident constructs must be chain link, supported every two meters with a vertical post, supported horizontally on the top edge with a rigid support or a support wire, have knee bracing on corner posts, be no more than two meters high, serve a designated purpose and pose no safety hazard. Before clearing quarters, the sponsor must remove and dispose of all fencing materials and attachments that are not part of the real property inventory and restore the grounds to the original condition. **No exceptions or waivers will be granted.** Requests for installation of fences must be submitted to the Housing Facilities Management Branch and include a diagram indicating the location of the fence.

Residents will ensure that individual carports are used as intended to provide shelter for such items as one car, bicycles and lawn mowers. Carports will not be used to store automobile parts, unserviceable vehicles, piles of lumber, furniture, or other items detracting from the intended appearance of the area. Storage sheds and lockers that are not DPW-approved will not be kept in carports. Residents are prohibited from placing portable basketball hoops on sidewalks, in carport driveways or in the streets of the housing area wherein children would have to play basketball in the street.

Residents are prohibited from parking in vacant quarters' driveways or carports in Grant Circle/Taylor Street. Residents can be assigned at anytime and blocking or parking in the drive way/carport causes maintenance personnel to park in the street congesting traffic and creating a safety hazard.

## HOUSING MANAGEMENT AND ASSIGNMENT POLICIES

### BEDROOM AUTHORIZATION:

Sponsors are assigned quarters in accordance to their rank and number of dependent family members. In the USAG Mannheim sponsors will be assigned quarters that provide a separate bedroom for each child. In cases where sufficient quarters are not available to permit a separate bedroom for each child, families will be assigned to quarters meeting the requirements of Table 3-2, AR 420-1.

Accompanied sponsors in the grades of 04, 05, and E7-E9 will be assigned to family housing units containing a minimum of three bedrooms.

### CHANGE IN BEDROOM REQUIREMENTS

Families whose bedroom requirement changes due to the birth or adoption of a child, or due to acquiring other dependent family members (parents, brother, sister, etc) while residing in quarters may apply for larger quarters based on their new requirement (date of eligibility in these cases is the date of application). No more than two persons may share a room in any case.

### INTRA-POST MOVES

Moves between quarters for reasons of promotion or increase in family size are considered personal convenience moves and the cost of the move, to include cable and telephone reconnect charges, will be at the resident's personal expense. The resident is also responsible for cleaning the quarters being vacated to established standards and completing all self-help repairs. Sponsors must clear their old quarters within five working days after signing for the new quarters.

### EXCEPTIONS TO POLICY:

Requests for an exception to the housing assignment policies contained in this directive and in AR and Army in Europe Regulations 420-1 are to be submitted by the soldier through his/her Company and Battalion Commanders to the USAG Mannheim Housing Manager. Requests for an exception to policy for medical reasons must be forwarded through the EFMP Coordinator in the Army Community Services office and also be reviewed by and contain the recommendation of the Commander of the Medical Activity. Each request received will be reviewed based on the merit of the individual request and recommendations of the soldier's Chain of Command. See **APPENDIX A and A-1** for detailed instructions for submittal of requests for exceptions to policy (ETP).



## TEMPORARY LODGING ALLOWANCE (TLA):

Payment of TLA is governed by Army in Europe Regulation 37-4. The approval process for TLA is as follows:

### INCOMING TLA:

1 - 30 days ó Housing Manager

31 - 60 days ó Commander, USAG Baden-Württemberg

Over 60 days ó 266<sup>th</sup> Finance

### OUTGOING TLA (with PCS orders/government contract cleaning):

1 - 7 days ó Housing Manager

8 - 10 days ó Commander, USAG Baden-Württemberg

Over 10 days ó 266<sup>th</sup> Finance

The sponsor must request extensions of TLA (with support documentation, if required) in writing to the Housing Division. The Housing Manager will review the request; and forward to the Commander, USAG Baden-Württemberg and/or 266<sup>th</sup> Finance for decision.

An incoming applicant residing in transient accommodations (guest house, hotel) who is receiving TLA must accept the first available Government housing (temporary or permanent). Incoming applicants may not elect to wait for a specific housing unit or a housing unit in their area of choice and continue to receive TLA. If a sponsor receiving TLA refuses assignment to an available housing unit, his/her entitlement to TLA will terminate effective the date of the refusal to accept the quarters offered. If the declination of quarters is for permanent quarters, the individual's name will be removed from the waiting list. **(Also see TLA under DEPLOYMENT)**

## MISCONDUCT IN FAMILY HOUSING

Housing Area Chain of Command

The community leadership and the Housing Area Chain of Command exercise control over housing residents. Residents are required to cooperate with the Housing Area Chain of Command to ensure good order and to solve problems at the lowest level possible. Cooperation with the Housing Area Chain of Command will preclude unnecessary involvement of the Military Police, potentially leading to avoidable administrative or legal action against sponsors, family members or guests.

The Housing Area Chain of Command should solve routine and minor discipline problems, including but not limited to minor breach of the peace (e.g., excessive noise), littering, minor vandalism (less than \$300) to Government property (All vandalism should be reported to the Housing Division), parking disputes, fighting among children, minor disputes between neighbors, SORT/Recycling violations, minor infractions of this directive, failure to properly care for/clean Government quarters common-use areas, and failure to cooperate with the Housing Area Chain of Command.

The Housing Area Chain of Command should immediately refer the below listed types of problems (the list is not intended to be all inclusive) to the Military Police assaults, domestic disturbances, damage or personal injury caused by pets, interactions with seriously intoxicated persons, other incidents believed to require trained professionals and/or involve the possibility of physical confrontation, and vandalism to personal property.

### Vandalism

Residents in quarters may, in some cases, be entitled to file a claim for vandalism damage to their personal property. Claims procedures require claimants to submit a copy of a Military Police report to substantiate their claims. For this reason, the Military Police should be notified in all cases of vandalism to personal property in order to properly document the incident and to ensure that the claimant's interests are protected.

### Problem Resolution

Problem resolution for those items listed in housing area chain of command, above and problems of similar magnitude should generally follow the steps outlined below:

- a. Discussion by affected Stairwell Coordinator(s) with those involved in order to achieve voluntary cooperation/resolution.
- b. Unresolved problems should be immediately brought to the attention of the Building and Assistant Area Coordinators, as necessary. Situations presented to the Building or Assistant Area Coordinator will be submitted in writing along with an evaluation by the Stairwell Coordinator concerning the incident and recommendations for resolution. Assistant Area/Building Coordinators should issue a Housing Citation to the offender and counsel him/her regarding the deficiencies.
- c. Assistant Area Coordinators will forward still unresolved problems, particularly difficult and/or sensitive problems, to the Area Coordinator. A copy of the correspondence will also be provided to the Housing Manager. Likewise, incidents involving repeat offenders should be handled in the same procedure.

d. Area Coordinators will seek to resolve the situation through communication with the command of the sponsor(s) involved. If satisfactory resolution is not obtained, the matter should be referred to the Commander, USAG Mannheim, for appropriate action.

Using the problem resolution steps outlined above, the following remedies are available:

a. Counseling by the Housing Area Chain of Command: Many problems need only an unbiased party to mediate disputes.

b. Clear-cut violations of regulation, policy or this directive: Any responsible official in the Housing Area Chain of Command may direct compliance.

c. Issuance of a Housing Citation by the Assistant Area or Building Coordinator.

d. For soldiers, punitive action under the Uniform Code of Military Justice (UCMJ). In addition, **SPONSORS MAY BE HELD FINANCIALLY LIABLE FOR THE TOTAL AMOUNT OF ANY DAMAGES TO GOVERNMENT PROPERTY CAUSED BY THEIR ACTIONS, OR THE ACTIONS OF THEIR FAMILY MEMBERS OR GUESTS.**

e. Administrative action may be taken under the provisions of AR 420-1, Army in Europe Supplement 1 to AR 420-1, USAREUR Regulation 27-9 (covers family members) and this directive.

f. Sponsors or their family members may be subject to each of the following or any combination thereof:

(1) Letter of Warning

(2) Letter of Reprimand

(3) Letter of Admonishment

(4) Involuntary Quarters Termination (Eviction)

(5) Termination of Individual Logistical Support

(6) Early Return of Family Members to CONUS

(7) Curtailment of Military Sponsor Tour

(8) Denial of Individual Logistical Support on any subsequent return to USAREUR.

**NOTE:** Items e (1) and (2), above, may be issued by Commanders of the sponsors involved. Items e (3) through (8) are complex actions that may require communication with DPW, DOL, and/or the SJA, and require the approval of the USAG Mannheim Commander. Item e (6), Early Return of Family Members to CONUS, may be at the request of the sponsor, by direction of the

sponsor's Chain of Command, with the approval of the USAG Mannheim Commander, or by direction of the USAG Mannheim Commander.

## VISITORS IN GOVERNMENT QUARTERS

In accordance with AR 420-1, Army Facilities Management, paragraph 3-15, family housing is to be occupied only by the service member and his/her immediate family members. Occupancy of Government quarters by non-dependent family members (relatives) is not authorized without prior written approval from the Housing Division. Requests for non-dependent family members to reside in assigned government quarters must be routed through the Soldier's unit commander to the Housing Division, located in Bldg 255 on Sullivan Barracks. Requests must include the number and names of the guests, the reason for the visit the length of stay, and photo identification.

Residents of Government quarters may have temporary guests (non-family members) in their quarters for a period not to exceed 90 days, cumulative, during any 12-month period. A temporary guest is defined as a person(s), who is not considered a resident of the area, and/or does not live or work within a commuting distance of one hour. Requests for visits beyond the 90-day limitation require approval from the Commander, USAG Mannheim. The sponsor must submit a written request for the individual's extended visit to the Housing Manager for review and further processing to the USAG Mannheim Commander for consideration. **The request must include documentation showing approval of an extended visit in country (a VISA or a work permit).**

During visits or extended stays, the total occupancy of the family housing unit will not exceed more than two residents per bedroom. Basements, attics, and maid's rooms are not authorized for use as living or sleeping areas (for residents or visitors) for safety and health reasons. Rent or other monetary compensation may not be collected from family members or non-family member guests.

Military and family members stationed within commuting distance (1 hour) of Mannheim and who are authorized other types of Government quarters are not considered under a "guest" category. Military personnel and/or family members are not authorized to reside with another military family in government quarters even on a temporary basis. Doing so creates a dual assignment to the quarters for which both sponsors would forfeit their housing allowance (BAH).

All guests and family members must comply with all existing USAG Mannheim policies. Sponsors are required to inform their guests of all such rules and to ensure their compliance. Failure to comply will result in revocation of approval and the guest's immediate departure from quarters.

Sponsors are ultimately responsible for the actions of their guests and non-family members who have been approved to reside with them. **Having unauthorized guests or non-family members residing in family quarters can result in eviction from government quarters. Permission**

**for a guest or non-family member to visit or reside with you may be revoked for misconduct or violation of post policies.**

During deployments Soldiers may have non-SOFA status personnel reside in their quarters to care for their children. In such cases the sponsor must request in-loco-parentis authorization for the individual. Under the in-loco-parentis program non-SOFA status personnel may be granted customs and tax exemptions while caring for the children of single soldiers and civilian component members, and dual military and civilian component personnel, deployed/deploying in support of peace-keeping efforts and security operations. (See **APPENDIX E** for details).

## **LIVE-IN DOMESTIC EMPLOYEES**

As defined in Army in Europe Supplement 1 to AR 420-1, Appendix W, live-in domestics are defined as maids, nannies/babysitters or housekeepers that reside in the sponsor's quarters. Sponsors may hire domestic employees to work and reside in their Government quarters, under two conditions: compliance with Army policy and compliance with German law.

Sponsors must have received an approved exception to policy signed by the USAG Mannheim Commander before hiring domestic employees. The policy permits no increase in bedroom or other housing entitlements to accommodate the domestic employee. The policy disallows additional Army benefits or privileges not available to other non-dependents, with the exception of shopping and driving privileges, when approved by the USAREUR Provost Marshal. The policy does not allow the **domestic employee to live in attics, basements, or other areas that do not meet safety, health, or habitability standards**. Additionally, the domestic employee may not be an illegal alien. Domestic employees residing in Government quarters must comply with Army housing regulations. The employee must have a current health certificate validated by a licensed physician. To obtain approval for a live-in domestic, the sponsor must submit a written request that included proof of the domestic employee's compliance with German residence, tax, and insurance obligations, a copy of a written contract with the employee and a copy of the German police background check, to the USAG Mannheim Commander.

German law prohibits hiring illegal aliens and requires a background check by German police authorities. German law requires the employee to have a valid tax card and registration number at the local employment office. In addition, the sponsor must pay social security and pension contributions, must buy health and accident insurance for the employee, and pay any other applicable German taxes. In calculating the amount of taxes and other contributions, German law requires the inclusion of the real market value of rent and board provided to the domestic employee. German employment law concerning termination of contracts, age restrictions (an employee under the age of 14 is prohibited), pregnant employees, vacation periods, and time off all apply. The minimum wage law does not apply. Detailed information on hiring live-in domestics can be found in **APPENDICES D, D-1 thru D-3**.

## INSTALLING PERSONAL PROPERTY IN QUARTERS

Approval from the Housing Facilities Management Branch is required prior to installing privately owned property (i.e., light fixtures, ceiling fans). The request must be in writing and include building number, type of fixture and approximate weight of fixture. All expenses for the installation, maintenance, and removal of the personal property, to include restoration resulting from damages, will be at the expense of the resident. The expenditure of government funds (using DPW craftsmen to perform installation) is not authorized for the installation of private property.

### AIR CONDITIONERS:

Approval to install an air conditioner in government quarters is not required if the air conditioner unit is the portable type (sits on the floor) with a flexible vent pipe and the capacity of the unit does not exceed 1500 watts. Windows in on-post quarters do not have window sashes or sills to support window air conditioners on the exterior of the building. If improperly installed, the unit could fall out of the window due to insufficient or unstable exterior support; therefore, **window air conditioners are not authorized in Government quarters**. Residents who install window air conditioners will be cited for violation of this policy and will be required to remove them.



**These types of air conditioning units are not authorized in AFH!**



**These types of air conditioning units are acceptable and recommended.**



To use a portable air conditioner the following requirements must be met:

- a. Residents are fully responsible for the purchase, proper installation and maintenance of the unit during use, and are responsible for any costs associated with removing the unit(s) and restoring the window(s) to its former state.

b. No alteration and/or damage to real property occur. Any damage to the quarters or building resulting from the installation, use and/or removal of the air conditioning unit will be repaired at the sponsor's expense.

c. Plexiglas or plywood is used to fill the gap in the opened window. Clear Plexiglas or plywood will be cut to fit the size of the opening when the window is in the full open position, and depending on the type of AC vent system, will have a hole or a slot cut out to fit the flexible hose nozzle to vent it outside. Local hardware stores carry Plexiglas and plywood, and can cut either one to size. The Plexiglas/plywood cutout can be held in place in the window by double-sided tape, which is also available at local hardware stores. The use of cardboard or paper to fill the open window is strictly prohibited for reasons of appearance, safety and security.

d. Making holes in walls for exhaust pipes for ventilation of air conditioner units is prohibited.

e. The air conditioner vent and plexiglas or plywood will be removed from the window at the end of the air conditioning season.

**NOTE:** Electrical systems in un-renovated buildings cannot be upgraded to prevent overloading of electrical circuits due to use of air conditioners.

### CEILING FANS:

The use of ceiling fans in family housing units is not authorized in all housing units. Ceiling height, structural integrity and the age and capacity of electrical wiring are all factors that are not conducive to ceiling fan installation; therefore, the installation of ceiling fans is authorized only with prior approval from the Housing Manager (Sample request form at **APPENDIX A**). The German Standard DIN EN 60335-2-80 (Safety of electrical household appliances), the VDE Regulation 0700 (Paragraph 80), and the International Standard IEC 60335-2-80 specify a requirement for a minimum distance of 2.30 meters between the floor and the blade of the ceiling fan. Stairwell apartments in Benjamin Franklin Village have a ceiling height of 2.50 meters. As a result, **only ceiling fans without extension rods and with a distance of less than 20 cm between ceiling and fan blades may be installed.** Ceiling fans that do not meet these criteria are not permitted. Most of the ceilings in family housing units require special anchors to support the weight of a ceiling fan; therefore, ceiling fans must be installed by professional personnel (electrician) to ensure that the fans are properly mounted/installed and that safety requirements are met. Residents must submit a request to install a ceiling fan to the Housing Manager. The request will specify the type of fan to be installed, the number of BTUs and a statement verifying that the ceiling fan will be professionally installed. Any damage resulting from the installation, use and/or removal of ceiling fans will be repaired at the sponsor's expense.



Residents may not leave ceiling fans or air conditioner units in the quarters when vacating the unit due to PCS or other moves. All fans or air conditioner units must be removed prior to final inspection and clearance of quarters. Original light fixtures must be reinstalled after removing ceiling fans.

## HOME-BASED BUSINESS

Authorization to operate a home-based business in government quarters is governed by AR 210-70 and requires that the:

- a. Individual register with local German Tax office (Finanzamt).
- b. Individual must have a German Tax number.
- c. Individual must submit request to Directorate of Human Resources (DHR), Bldg. 246, Sullivan Barracks.
- d. Individuals may advertise using various media such as the community newspapers and Stars and Stripes.

### 2. Restrictions:

- a. No tax relief.
- b. No Community Bank account for business use.
- c. No competing with AAFES or MWR activities or services.
- d. No use of Army Post Office services for sending or receiving business mail, or of USAREUR-plated vehicles or tax-free gas for business purposes.
- e. No selling of business-related products such as Tupperware, Avon, Mary Kay, or Herbalife, Amway, Pampered Chef.

## COMMERCIAL SOLICITATION:

Commercial solicitation by telephone or in person in government-controlled housing is strictly prohibited without a permit issued by the Directorate of Human Resources (DHR). The Military Police should be notified if unauthorized personnel are soliciting in the housing areas.

## YARD, ATTIC AND OTHER SALES:

Yard, attic, and similar sales are sponsored by USAG Mannheim on an annual or semiannual basis. The USAG Mannheim Public Affairs Office (PAO) will announce through command and public channels when and where residents can participate in these events.





## EXCESSIVE NOISE, MUSIC VOLUME, AND OFFENSIVE LANGUAGE

All residents must ensure that their individual activities do not infringe upon the rights of others or degrade the overall community quality of life. Residents must ensure that stereos, radios, televisions and musical instruments (to include car radios/stereos) are never played at such a volume that they disturb their neighbors. Each individual has the responsibility to ensure that their courteous behavior makes this community an enjoyable place to live and work.

USAREUR Regulation 600-1 states, "Personnel/occupants will not operate a radio, tape or cassette player, or similar device in a public or military place or any form of transportation in a manner that produces excessive noise. Excessive noise is sound louder than that needed by an operator of normal hearing. Operation of these devices may be further restricted by local conditions." Violations should be reported to the Housing Chain of Command and/or the MPs.

Definition of loud music/noise:

- a. Family Quarters. Music or other noises made loud enough to be heard by a neighbor inside their quarters or by a person walking outside.
- b. Vehicle. Music or other noises made loud enough to be heard by the occupants of an adjacent vehicle or by pedestrians.
- c. Open Areas. Music or other noises made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on tapes, records, clothing or other media, is not acceptable in Government housing or housing areas when others are involuntarily exposed to it due to location or volume of the language.

## CONTROL AND SUPERVISION OF CHILDREN

Parents will control, supervise and ensure the health and safety of their children in accordance with the USAREUR Child Supervision Guidance.



Parents are ultimately responsible for the welfare and actions of their children. Failure to exercise those parental responsibilities may constitute child neglect. Parents must use good judgment and consider the physical, emotional, and psychological maturity of their child when determining the level of supervision the child requires. Parents should not give the degree of self-management and responsibility allowed in this guidance to children with an attention deficit disorder (ADD), attention deficit hyperactivity disorder (ADHD), behavioral problems, developmental delay, impulsivity, psychiatric problems, or other impairments. Table 1 provides guidance on the level of adult supervision needed for children in different grades. Incidents of unsupervised children will be reported to the installation Family Advocacy Program (FAP) report point of contact

(RPOC) (the military police), who will ensure that incidents are investigated. The FAP RPOC will forward cases of unsupervised children to social work services and the garrison commander. Table 2 provides conversions from age to grade for home-schooled children. During the summer, children are considered to be in the grade they just completed.

Children in the fifth grade and below will have adult supervision at all times except as indicated in table 1 under the "May Be Left Outside Unattended (Including Playing)" and "May Be Left Unattended in a Car" columns. Children in the sixth grade may babysit siblings over 2 years old for up to 3 hours if they have ready access to adult supervision. Children in the seventh grade and higher may babysit children for up to 6 hours if they have ready access to adult supervision. The definition of ready access constitutes a minimum requirement of availability of telephone access and the telephone number of each person designated as having an adult supervisory role. Children in the seventh grade and younger who are eligible to babysit may not pick up children from Child and Youth Services (CYS) activities. Table 3 lists child-supervision criteria, including supervision levels, definitions, and supervision options for parents. Parents who need help identifying an option that meets their requirements should be referred to the CYS resource and referral office. (See Annex G for Tables 1, 2 and 3 listed above).

## PET CONTROL AND SUPERVISION



Having a pet in quarters is a privilege extended to residents based on their ability to accept responsibility for the proper care and control of the animal. This privilege will be withdrawn if the residents fail to accept the responsibility and/or if the animal is a threat to the health or safety of personnel, or becomes a nuisance to others. Sponsors residing in Government-owned units will ensure that their pets are controlled in such a manner that they do not become a public nuisance or menace. Sponsors who fail to control their pets may be directed to remove the pets from quarters and/or be subjected to other disciplinary or administrative actions, (to include eviction from Government quarters), and may be fined by German authorities.

Pets kept in the housing area must have current immunization and must be registered with the Veterinary Treatment Facility, building 266, Sullivan Barracks, 730-2312 within a period of two weeks after moving into government family quarters. All pet owners are required to keep the annual required vaccinations current.

Pet owners are subject to Host Nation (HN) laws governing the treatment of pets, which prohibit the inhumane or abusive treatment of animals. Violations of HN laws may be in the form of fines or actual removal of the pet from the owner's possession. In all cases, pet owners must understand that **German law imposes absolute liability on the owner or keeper**. Liability insurance is recommended.

In addition, host nation law outlines specific requirements for certain breeds of dogs. Although this requirement is different from state to state in Germany the following breeds and restrictions apply to Mannheim city limits which include all USAG Mannheim installations. The local



German Office of Public Order (OPO) at city and county levels has been appointed to enforce the Dangerous Dog Ordinance (DDO). The breeds affected include all American pit bull terriers or pit bull terriers, American Staffordshire bull terriers or American Stafford terriers, Staffordshire bull terriers and mixes involving these breeds.

In Mannheim to include Benjamin Franklin Village, all aforementioned dogs will be muzzled at all times when outside on-post and or inside the city limits of Mannheim. Even dogs that have passed the temperament test will remain muzzled and on a leash at all times. A dog that has passed the temperament test may have the muzzle removed when leaving the city of Mannheim.

All dogs in Benjamin Franklin Village must be registered with the Mannheim vet clinic; there are no exceptions to this requirement. In addition, owners of the aforementioned dog breeds must register their dogs with the host nation authorities. Registration forms are available at both the Mannheim and Heidelberg Veterinary Clinics and are free of charge. Failure to register the dog or follow the local DDO could result in removal of the pet by host nation authorities and/or a fine of up to \$5,000 and possible confinement. Residents wishing to have the temperament test done can arrange this through the local vet clinic with the host nation authorities for a fee.

The number of pets in AFH is limited to two dogs or two cats (or one of each) per household. Authorization for additional pets must be requested through the Housing Chain of Command to the Housing Manager. This limit does not apply to birds, fish, or other small caged pets (such as guinea pigs, gerbils, hamsters). **Exotic animals (snakes, turtles, parrots, rabbits, ferrets, etc.) are prohibited in Government quarters.**

Pets will not be permitted to relieve themselves inside buildings, within 50 feet of buildings, within 50 feet of playgrounds, or in the immediate vicinity of walkways/roads. **IN ALL CASES, PET DROPPINGS MUST BE IMMEDIATELY PICKED UP AND PROPERLY DISPOSED OF.** Pet waste stations are installed in each area for pet owners to utilize.

Pets will not be permitted to run loose or be tied outdoors unsupervised. **When outdoors, Pets will be kept on a leash at all times and be under the supervision of an individual capable of controlling the animal.** Young children under the age of 12 without adult supervision will not be considered capable of controlling the pet.



Pets will not be housed or locked in storage rooms, attics, basements, on balconies, or left in stairwells, and will not be tied to trees, utility lines or poles, fences or other structures. Dogs are not allowed in laundry rooms. Tying dogs to balconies or ökennelingö dogs on balconies is prohibited. Pets may not be left on balconies while the residents are away from the home. During extended absences, (TDY, deployment, leave), pet owners must make

arrangements for the care of their pets. Pets **will not be left unattended in vacant quarters** for an extended period of time.

Owners of pets that bite or cause harm to persons or property may be directed to remove the pet from the housing area or face possible eviction from Government-controlled housing. If an animal attacks an individual it is cause for removal of the offending animal, regardless of the number of prior incidents. Complaints or improper control of pets and all incidents regarding personal or property damage caused by pets should be reported to the military police. MPs will investigate complaints and, when appropriate, send an MP report to the USAG Mannheim Commander for action.

Due to the stairwell living conditions and not having personal yard areas to properly maintain a large dog, the recommended weight limit for dogs should not exceed 50 pounds.

Cat owners will ensure their pets do not cause any type of nuisance or sanitation problems.

Pet owners who abandon their pets are subject to action under the Uniform Code of Military Justice and are responsible for all costs incurred by the Government in relation to the transfer, care custody and final disposition of the animal.

Breeding of pets for resale is not authorized in Government-controlled housing areas.

### **SHADE, SHELTER AND PRIVATELY OWNED OUTDOOR STRUCTURES:**

Residents may erect privately owned shade/shelter structures in the common areas of the housing areas under the following conditions:

a. Before erecting any structure, residents must first submit a written request to the garrison and receive approval. The request must sufficiently state the name of the requesting individual with full residence information, the purpose, a description of the structure to be erected, the desired place the structure will be erected, the anticipated dates of use and date the structure will be erected. Residents may only erect a structure if the Garrison Commander or designated representative approves the request. For the purposes of this policy the garrison commander may delegate his/her approval authority to the chief of the housing office.

b. Requests should be submitted through the Housing Office for staffing/processing five days prior to intended use.

c. No structure will be erected and left in place for more than seven (7) consecutive calendar days. Disassembling the structure during or after the seven day period and re-erecting it a day or so later or moving it to a different location is not within the intent of this policy and is not authorized. Shade/shelter structures will be completely disassembled and stored after the seven day period.

d. Due to the lack of gazebos in Area A (Grant Circle), those residents are permitted to leave privately-owned structures erected in the common areas of their housing area for more than seven calendar days; with the exception of trampolines. This authorization will remain in effect until funds are available to erect gazebos in that area.

e. Shade/shelter structures will be properly secured to ensure stability of the structure to preclude injury to anyone in the vicinity of the structure.

f. Grass areas under shade/shelter structures will not be covered with mulch, bark, bonestone, or any other substance /material that will damage the grass.

g. The area in and around any structure left in place for a seven day period must be kept clean and free of trash and debris. Lawn furniture, kiddie pools, toys, grills etc., will not be left under the structure during the seven day period. Such items will be removed and properly stored after each use.

h. Structures will be erected at least fifty feet from family housing buildings with the exception of Area A, based on the availability of space.

### TRAMPOLINES:

Trampolines are becoming increasingly popular as home recreation items. This raises health and safety concerns because they can cause serious injuries if they are not used properly. Injuries from trampolines use range from sprained ankles and wrists to more serious injuries, such as skull fractures, broken backs and necks. Most of the injuries are caused by inappropriate or unsupervised use.

Trampolines may be authorized for erection and use by resident with the written approval of the garrison housing office provided:

a. A responsible adult must be at the trampoline at all times to ensure that there is adequate, mature supervision when the trampoline is being used.

b. protective fencing/netting must be used to prevent injury. Make sure only one person uses the trampoline at time. Trampoline use by children under six years of age is not recommended. Do not use a ladder with the trampoline because it allows unsupervised access to by young children. Set up the trampoline on level ground that is at least 50 feet away from common areas, i.e., buildings, structures, trees, and other play areas. It is recommended that there be at least a two meter clearance around the sides of the trampoline and at least an eight meter clearance above the trampoline. Make sure that the ground under the trampoline is completely clear of objects or obstructions. A trampoline enclosure with safety netting may help prevent injuries from falls, but it should never be used to replace adequate supervision. Inspect the



trampoline before using it. Make sure the springs are secure, that the bed has no holes or tears, that the padding is securely fastened, that there are no bends or kinks in the frame, and that the leg braces are securely fastened.

c. The trampoline is stored out of reach of children after each use.

d. Trampolines will be properly secured to ensure stability and to preclude injury to anyone in the vicinity of the structure.

e. Any injury resulting from trampoline use will be at the risk of the trampoline owner.

Unattended trampolines are considered an attractive nuisance and may result in injury to unauthorized users. The garrison commander will direct immediate removal of privately-owned trampolines from common areas. If the garrison locates an unattended trampoline, then the garrison will consider the structure abandoned property and will dispose of it as appropriate. It is not the intent of this policy to simply leave abandoned trampolines for the garrison's removal.

## PRIVATELY OWNED VEHICLES (POV):

### POV Parking

Residents are entitled to only ONE parking space at the building in which they reside. Where specific parking spaces have been assigned, residents may only use their assigned space. The assignment of parking spaces is based upon the upper level apartments getting the closest parking space to the stairwell entrance. Exceptions may be made for handicap family members. Residents are responsible for maintenance of their individual parking space to include removal of oil and stains from the space prior to clearing quarters. Parking spaces marked "Visitor" will be used on a "first come, first served" basis. Residents will not park in areas that constitute a traffic hazard, deprive other residents of their allowed space, and/or block access to dumpsters or fire hydrants. Vehicles must stay on paved areas at all times. Parking on lawns or seeded areas is not authorized. Residents are responsible for parking violations by their visitors.

### POV Repairs:

Residents are permitted to make only minor automotive repairs within the housing areas, such as changing wipers, tires and bulbs. Any repair that involves drainage or replacing of fluids, e.g., gasoline, motor oil, transmission fluids, anti-freeze or other lubricants (POL), or any major repairs to the automotive power train system is **prohibited** within the housing area. Residents may be held personally liable for the total cost of environmental cleanup for such spills. Residents should use the Auto Crafts Shop located on Taylor Barracks or have maintenance and/or repairs performed by a certified mechanic in a garage. Certified garages can properly dispose of used vehicle parts such as tires, batteries, shocks, as well as POL products. Old car parts may not be disposed of in regular or bulk trash containers. Used vehicle





parts may be taken to the SORT Center on Taylor Barracks (See **SORT CENTER** for additional information).

### POV Idling:

It is a violation of German environmental laws to start automobile engines and let them idle to warm up the car, defrost windshields, or for any other reason prior to driving off. Violators may be subject to a substantial fine.

### POV Washing



Washing vehicles in the housing areas is prohibited, as this violates German environmental laws. Residents may wash cars only at designated car wash facilities either on Taylor Barracks, Sullivan Barracks or at an off-post site.

### Abandoned or Inoperable POVS:

In accordance with Military Police regulations parking of abandoned, unlicensed vehicles in family housing areas, streets or parking areas is prohibited. Abandoned, unlicensed, or expired tag vehicles will be ticketed and the chain of command informed of the action. Vehicles with flat tires or obvious inoperable status will be ticketed by the MPs.

Residents should refer to USAREUR Regulation 190-1 for more information regarding inoperable POVs.

## BICYCLES AND MOTORIZED VEHICLES

To prevent potential accidents, individuals riding a bicycle on the streets in the housing areas should always ride in the same direction as the automobile traffic and adhere to traffic laws. Also, a safety helmet must be worn at all times when riding a bicycle, skateboard, scooter, rollerblades, sleds, or toy vehicles on a U.S. military installation or in the housing areas. Sponsor will be ticketed for non-compliance. Children up to age 10 must ride on the sidewalk and must wear helmets. See AR and USAREUR Reg. 190-34 for more information.

Individuals operating a motorcycle, moped, motorbike, or go cart in the housing area are subject to the same traffic controls and regulations as operators of automobiles. These vehicles may not be operated on playgrounds, lawn areas, or other areas not designated for vehicle traffic.

Motorcycles, mopeds and other motorized vehicles are not authorized to be stored on balconies or in the interior of family housing buildings unless their fuel tanks are empty.

## ABSENCE FROM QUARTERS

Families are not eligible to reside in quarters without the sponsor (except when sponsor is away TDY, deployed, or at training). If a soldier and his/her spouse separate (i.e., do not live together in assigned quarters) due to the Soldier's being moved into the barracks at command direction or due to pending divorce or other reasons, the sponsor must terminate his/her assignment to family quarters. Spouses may remain in quarters for reasons of reconciliation for a reasonable amount of time; however, this time will not exceed 90 days. Under Early Return of Dependent (EROD) orders or under advance return of dependents (AROD) wherein the sponsor sends family back to the states at personal expense, the sponsor must clear the assigned family housing unit within 14 days of the departure of the family members.

Residents who are going to be away from their home for more than seven (7) days, are responsible for coordinating with an adult neighbor or friend to look after their home during the time they will be gone. They should ensure that the person they are appointing is responsible and willing to take on this responsibility. The Housing Division and the Building/Stairwell Coordinators should be provided the name of the point of contact (POC), the signature of the point of contact accepting the responsibility for their home, and a day and night telephone number in case a problem arises. The Housing Division should be notified first when residents want someone to stay in their home while they are gone. It is important to ensure that the POC knows where to call to report maintenance problems or emergencies. The Military Police will provide courtesy security and fire checks if contacted (see Telephone Directory).

Any time you are away from your quarters, it is your responsibility to ensure the grass is mowed, the snow is shoveled, your pets are taken care of, newspapers or flyers are removed from your step, door or mailbox.

## Deployment

Sponsors who are being deployed should ensure that their spouse is familiar with this Resident Handbook, the location of circuit breakers, garbage collection information, lawn maintenance, self-help maintenance requirements, and a point of contact (POC) for their unit's Rear Detachment. Sponsors should brief their spouses about their responsibilities for performing resident duties, i.e., participating in spring or fall cleanup, and other functions to maintain their quarters. If the spouse terminates assignment to the quarters while the sponsor is away, the spouse must have a Power of Attorney to effect the shipment of household goods. (See **APPENDIX E** for detailed information regarding deployments.)



## PREGNANT SOLDIER POLICY:

A pregnant soldier that has no other dependents and is not otherwise entitled to family housing may apply for assignment to family quarters upon presentation of medical certification of the pregnancy and approved conditional command sponsorship. Actual assignment to Government family housing will be permitted once the Soldier has entered her seventh month of pregnancy. This will allow the Soldier to clear her Soldiers quarters/barracks and to establish a household for her pending family. A copy of the birth certificate and of certification of command sponsorship for the child must be presented to the Housing Division within 30 days after the birth of the child. Failure to comply with this requirement can result in involuntary termination of quarters.

## OTHER IMPORTANT INFORMATION

### LOCKOUT PROCEDURES

During duty hours, residents should report to the Housing Facilities Management Branch (FMB) with identification. After verification of the individual's identification and quarters where they reside, the FMB staff will provide keys to the quarters.

During off-duty hours, residents who are locked out must call the USAG Mannheim MP desk. The MPs will acquire keys from the Housing FMB key box and after verifying the identity of person locked out, will unlock the door.

Charges will be assessed when a new lock is required during lockouts.

### LOST KEYS

Keys to quarters may be issued to family members over the age of 12. If keys become lost or stolen, you must report to the Housing FMB. **Extra keys will not be issued or replicated until payment for lost key(s) is received.** Residents will be charged for changing the lock when the majority of the keys originally issued are missing/lost (Example: issued 5 and 3 or more are missing).



### FURNITURE

Residents are authorized and may request issue of government furniture on a loaner or a permanent basis at the time of assignment to quarters. At that time a hand receipt will be established. A joint inventory of furnishings in the quarters will be conducted by the Housing Inspector and resident at the assignment inspection. The Housing Furnishings Management Office (FMO) utilizes the Common Table of Allowances (CTA) 50-909 to determine the amount and types of furniture a resident is authorized. Deliveries and pick-ups should be requested as early as possible in order to prevent unnecessary waiting times. Additional issue or turn-in transactions may be coordinated as needed by the resident. Residents are normally authorized 2

furniture pickups during their occupancy of their assigned family quarters. Requests for an additional pickup will be handled on a case-by case basis as an exception to policy.

Properly caring for issued Government furniture/furnishings to prevent loss or damage (other than fair wear and tear) is the resident's responsibility. Upon clearance of quarters, a joint inventory will be conducted to clear the hand receipt account. For further information, contact the FMO (see Telephone Directory).

Residents will not store excess government-issued furnishings in basements or storage rooms. Excess items should be turned in to the Housing FMO. Residents may turn in small furniture items at the Furniture Warehouse to Bldg 1040 in Friedrichsfield

Monday - Friday between the hours of 0730-1200 and between 1230 -1600 hours Monday - Thursday, and 1230 -1550 hours on Friday.

### DAMAGES OCCURING DURING MOVE IN/OUT

In some instances damages to Government property e.g., walls, floors, and stairwells have occurred during the delivery or pick up of the resident's personal belongings or Government furnishings. If this occurs, it is the responsibility of the resident to identify the damage that was caused and to document it in writing. It is recommended to have the employee or contractor that caused the damage to sign this statement. You then must contact the transportation inspector to report these damages. Additionally, contact the Housing FMB to have this added to your inspection sheet, to **prevent charges or liability on your part.**



### EMPTY MOVING BOXES



What do you do with your empty moving boxes? If you request unpacking by the carrier, it is the responsibility of the carrier to remove all packing material. If you choose to unpack the cartons and boxes, the carrier is not obligated to return and remove the packing materials. It is then your responsibility to dispose of them. Contact the Transportation to inquire about scheduling a date for pick up of the empty boxes with the company name that delivered your property.

## INSPECTION OF FAMILY HOUSING AREAS

Family Housing areas are inspected periodically by Housing Inspectors as well as Building and Area and Coordinators. Items of interest for inspections are; grass cutting and edging; trimming along fences (single units); pet excrement removal; pet damage; pets tied to porches, trees, fences or utility outlets; storage of recreational vehicles; cleanliness of stairwells; storage of tires or other appliances; privately owned vehicle repairs; policing of trash including all common areas and dumpsters.

## FORCE PROTECTION AND SECURITY IN ON-POST HOUSING

It is the responsibility of all residents to do their part to ensure the security of all residents of Government quarters. If all residents do not take the proper security precautions, the safety and security of all residents in the building can be compromised. Proper security measures include:

a. Ensuring all external doors are closed and locked unless being used or are under direct observation. This includes the basement entrances, which are often overlooked. Leaving doors open is an open invitation to nonresidents to enter the building. Keeping doors closed minimizes the possibility of vagrants, vandals, and potential terrorist or anti-American acts occurring.

b. Keeping all stairwell entry/exterior doors closed and secured at all times. **Do not prop doors open.** Propping the door open with a stone and leaving the building unsecured is a security and fire violation, and puts all occupants of the building at increased risk. It is a citable violation of the USAG Mannheim Housing Management Policy.

c. Ensuring door closures are operating properly. Many doors are pulled closed but do not latch. Building Coordinators are responsible for calling in service orders when doors are not able to be secured properly.

d. Checking external lighting often. Building Coordinators are responsible for contacting the Total Contract Maintenance work order desk when a light is found to be non-operational.

e. Becoming familiar with the vehicles that are parked near your building. Be aware of suspicious vehicles or persons. Immediately report suspicious vehicles and/or personnel to the Military Police. Take note of license plates, description of persons and vehicles for local authorities. Notify the MP desk if unwanted solicitors or delivery personnel contact you.



f. Cutting trees or bushes away from entrances that would offer concealment to unauthorized persons. Make sure that trees or bushes do not cover light fixtures. Contact DPW prior to cutting any tree or bush due to German restrictions.

g. Keeping doors to your apartment locked at all times, to include while you are at home.

h. Never just buzz someone into your stairwell. Always use the intercom system to verify the identity of persons before allowing entry. Parents must buzz their child in and not have their child prop the door open while playing outdoors.

i. Locking doors to common areas. This includes laundry rooms, storage areas, party rooms, etc.

j. Keeping windows closed. Windows on the first floor should not be left open when quarters are not occupied. Basement windows should never be left open.

k. Always checking your vehicle before using it. Anything unusual should be reported.

l. Post all emergency numbers near your phone and ensure everyone in the house knows them or knows where to find them. Emergency number stickers can be obtained from the Housing Assignment Office.

m. Practicing operation security (OPSEC) - Don't discuss security issues outside the workplace or shop

n. Never opening suspicious packages with incorrect spelling, protruding wires, no return, or unknown address.

o. Not giving out family travel plans to strangers or persons who don't need to know.

p. Not opening doors to strangers, including unexpected delivery or service personnel, especially during evening hours.

q. Shredding or destroying personal papers with sensitive information.

r. Always locking your car doors when unattended.

## SHELTERING IN PLACE

In the event of an accidental release of toxic chemicals in the Mannheim area that may affect the Military Community, you may be advised to employ "sheltering in place." "Sheltering in place" is a term to describe actions which residents can take to minimize the effects of toxic hazards. Two distinct actions must be taken without delay to maximize the passive protection a building can provide:

a. First, reduce the indoor-outdoor air exchange rate before the hazard plume arrives. This is achieved by closing all windows and doors and turning off all fans, air conditioners and combustion heaters.

b. Second, increase the indoor-outdoor air exchange as soon as the hazardous plume has passed. Opening all windows and doors and turning on all fans to ventilate the building will achieve this.

If there is a need to shelter in place, residents should expect to be alerted by one or more of the following: MPs using bullhorns to announce the incident, information alert on AFN television, and/or AFN radio. During normal duty hours, military personnel can expect to be notified via their chain of command. Personnel will be alerted by the Military Police using bullhorns to announce the incident and the USAG Mannheim EOC will also notify the chain of command by telephonic means.

Though sealed, a building does not prevent contaminated air from entering; it minimizes the rate of infiltration. Outside air enters more slowly and once the external hazard has passed, the building releases the contaminated air slowly as long as the building remains closed.

The level of protection that can be attained by sheltering in place is substantial. Residents of the Mannheim Community can do much to protect themselves in their homes by taking actions required for sheltering and residents should plan for and do the following:

- a. Close all windows and doors.
- b. Turn off any air conditioners, fans, and combustion heaters.
- c. Place wet heavy bath towels at the base of windows and doors.
- d. Close off any dampers for outside air.
- e. Close and seal stairwell doors and other outside entrances.
- f. Prepare for lengthy stays so fill sink and bathtub with extra water.
- g. Have extra non-perishable food available and bottled water.

Residents are strongly encouraged to establish a family plan for this situation and to conduct practice drills for the entire family.

## ENERGY CONSERVATION

The US Army policy is to conserve our valuable resources. There are many good reasons to conserve the use of electricity, gas, oil, and water:



- Conserves resources (natural and monetary).
- Reduces air pollution caused by burning
- Avoids the hothouse/greenhouse effect by reducing CO2 emission
- Saves energy reduces dependence on natural resources

There are many ways to conserve energy, many of which are common sense measures. Here are some examples:

### WATER

- Arrange proper repair of water leaking (call for service order).
- Do not use hot water if warm or cold water will suffice.
- Operate washer/dishwasher with a full load only.
- Do not pre-rinse dishes before putting them in the dishwasher (scrape-off food and empty liquids).
- Eliminate wasteful usage of water by taking showers instead of tub baths, showers typically use less than one half the hot water required for a tub bath.

### ELECTRICAL APPLIANCES

- Setting refrigerators to save energy (Refrigerator 37 ó 40 °F).
- Make sure your refrigerator and freezer door seals are airtight (call for service order if needed).
- Replace paper wrappings with aluminum foil or plastic wrap, when storing food in the refrigerator.
- Check the dishwasher drains and filters to make sure they are not clogged.
- Turn-off PC monitor when unused.
- Turn-off PC and monitor at night.
- Use sleep mode instead of screen savers.
- Unplug electric appliances when not in use.
- Turn-off transformers when not required.
- Use 60 watt light bulbs in closed light fixtures (using higher wattage light bulbs builds up heat that could cause the wire insulation to become dry and/or brittle, and ultimately cause fire damage to Government quarters and/or personal property).
- Turn off lights in your apartment, storage rooms, attics, utility rooms, and basements when not needed.
- Buy dual voltage electrical equipment to save energy on use of transformers.
- Use the proper size transformers and always turn off or unplug transformers when not being used

### HEATING

- Do not overheat; turn thermostat or radiator controls down to 68 °F (20°C); middle setting.
- Use bath or kitchen ventilation fans only as needed.
- Keep doors closed in unheated rooms.
- Suggest shutting off radiators in corridors, vestibules and stairways.
- Raise shades, open curtains and let the sun-warmed air inside.
- Check caulking around windows and doors to prevent air infiltration.
- Eliminate air infiltration; keep doors and windows closed.
- Never use your oven for space heating purposes.
- Portable electric (all types) space heaters are not permitted or authorized for usage in government quarters.

In addition:

- Report promptly all malfunctions of utility systems, i.e., faulty electrical switches, broken windows and leaking faucets.
- Open windows during the heating season only as required for apartment ventilation to prevent creation of mildew, and especially after each shower.

All family members must be actively involved in this endeavor for it to be effective. Parents should take the lead in setting the example for their children to follow.

## REFUSE COLLECTION AND RECYCLE TRASH (SORT) PROGRAM



During the last 20 years, there has been a lot of emphasis placed on recycling in the United States. Germany places an even greater emphasis on the proper disposal and recycling of wastes and has laws in effect that mandate recycling. It is important that every member of the Mannheim military community participate in the USAG Mannheim SORT Program. It keeps us in compliance with the law, and more importantly, it is the right thing to do for the environment. An additional benefit is that recycling reduces the amount of waste that the USAG Mannheim must pay to dispose of. This saves scarce

Army funds that we can better use for community projects. Ensuring our children understand and participate in SORT is the greatest gift we can give to future generations.

The SORT Program requires each and every household and quarters to separate their waste (trash) and deposit the separated wastes into the proper containers that are conveniently located in or near the housing areas. The four main waste types include Recyclable Paper Waste (e.g., newspapers), Yellow Bag Waste (e.g., empty milk cartons), Glass Waste (e.g., empty mayonnaise jars) and Household Refuse. The USAG Mannheim pays over Euro 250 per ton to dispose of the Household Refuse. The other three types of waste are recyclable and can be disposed of at little or no cost to the USAG Mannheim. Additional clarification on each of the main types of waste as follows:



# USAG MANNHEIM COMMUNITY RECYCLING GUIDE

## YELLOW BAG WASTE

In general, all food packages, containers and wrappers made of plastic, metal or composites (mixes of plastic/paper/aluminum such as Tetra Packs) belong in this waste group. Containers should be empty. There are many yellow colored containers located throughout the BSB for this waste. The only thing that should be going into the yellow bag containers is yellow bags containing yellow bag type waste. The yellow bags are available free of charge from the SORT Center, Commissary Courtesy Desk and the DPW Self Help Store. Examples of what should go in the yellow containers include:

- Milk Cartons
- Composite Beverage Containers
- Soda Cans and Tin Cans
- Plastic Food or Drink Containers
- Empty Toothpaste Tubes
- Plastic Shopping Bags
- Potato Chip Bags
- Aluminum Foil and Plastic Wrapping
- Polystyrene (i.e. packing "peanuts" or packing from a new stereo/TV)
- Bubble Wrap/Plastic Packaging
- Yogurt Cups
- Inner Wrapping from Cereal Boxes
- Shampoo/Conditioner Containers
- Plastic Floor/Kitchen/Bathroom Cleaning Containers
- Fabric Softener Bottles
- Household type plastics
- Food and Drink Container Lids

Please do not dispose any kind of scrap metal, PVC pipes and hoses, old stereo records, computer disks, CDs and large commercial type of plastic

## PAPER WASTE

Nearly all forms of clean paper and cardboard belong in this waste group as it gets reprocessed into newsprint or other usable materials. Examples of what should go in the green paper containers include:

- Newspapers/Magazines
- Catalogs
- Paperback Books
- Cardboard
- Telephone Books
- Packing Paper
- Office Paper
- Envelopes (no padded envelopes)
- Shredded Paper
- Paper Bags
- Cigarette Cartons
- Cereal Boxes (only the paper)

## REFUSE

Waste that cannot be recycled or does not require special handling. It is often stinky, smelly or greasy. There are gray colored containers located throughout the BSB for this waste group. Examples include:

- Food Scraps/Leftovers
- Kitchen Grease (household quantities packaged)
- Dirty Napkins/Diapers/Tissues
- Cigarette Butts/Ashes
- Coffee Grounds & Tea Bags

## LAWN & TREE CLIPPINGS

Must be put into brown paper sacks available from the DPW Self Help Store (Taylor Bks) and put on the curb for pick-up. (BFV, Grant Circle, Mondays & Fridays). Other areas must place a service order

## SPECIAL WASTES

There are some things generated in our households that really do not belong in any of the above listed waste categories. With a few exceptions, these items must be taken to the SORT Center (open M 0800-1200, T-F, 0800-1615 SAT 0800-1200, 1230-1530). Included are:

- Hazardous Waste/Materials (includes motor oil, antifreeze, cleaning solvents, paint, car/flashlight batteries, empty oil cans, fluorescent light tubes etc.)  
Appliances (includes A/C units, ranges, refrigerators, washing machines, dryers, vacuums). Electronics (includes TVs, stereos, computer equipment)
- Tires without rims • Scrap Metal
- Window Panes, Plate Glass & Mirrors
- Furniture (includes bookcases, chairs, desks)
- Bicycles and Toys • Wood or Pallets

## GLASS

There are white, green or brown colored "Igloos" (containers) located around the BSB for Glass. Some of the locations they can be found are near all DCA clubs, the Commissary and near the BFV Dispensary. Before putting your Glass into the matching colored container, please remove screw tops, corks and lids. Also, please do not put ceramics, mirrors or china in the Glass containers. Examples of what should go in the Glass containers include:

Persons living off-post (USAREUR command sponsored/non-command sponsored) are instructed to dispose of their solid waste through their local municipal solid waste programs. Exemptions to use the SORT center are special situations/events (PCS moves, holidays, small amount of bulk waste, household hazardous waste) Assistance will be provided to off-post personnel for proper handling of hard-to-

Recycling Program POCs are [wolfgang.ziegler@cmtymail.26asg.army.mil](mailto:wolfgang.ziegler@cmtymail.26asg.army.mil) or [dl293dbsbdpwemd@cmtymail.26asg.army.mil](mailto:dl293dbsbdpwemd@cmtymail.26asg.army.mil)  
 DOC 4 October 2005 Helpdesk for trash, bulk refuse and recycling questions for persons living off-post within the MannheimCommunity: 0621-2938373 or 2938374. Mon-Thu 0800-1700, Fri 0900-1200. Web page: [http://www.mannheim.de/search\(suchen\)for/%Abfallberatung+](http://www.mannheim.de/search(suchen)for/%Abfallberatung+)



## REFUSE AND RECYCLING PICK-UP SCHEDULE

### **HOUSEHOLD REFUSE:**

BFV Grey Containers:	Monday through Saturday
Grant Circle:	Thursday

### **RECYCLABLE PAPER:**

BFV Green Containers:	Tuesday
Grant Circle Containers:	Thursday

### **YELLOW BAG WASTE:**

BFV Yellow Containers:	Thursday
Grant Circle:	Thursday

### **GLASS:**

BFV Igloo Containers:	Weekly ó no set day (by contractor)
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### **BULK REFUSE PICK-UP:**

BFV: Every Monday

**Note:** As a convenience to residents, Bulk Refuse Pickups are performed every Monday in BFV/Grant Circle. There are no pick-ups for any wastes/recyclables on German and American holidays. Scheduled pickups for refuse and paper are slipped to the day following the holiday. Scheduled pickups for Yellow Bag Waste are moved to the day before the holiday.

### **POINTS OF CONTACT:**

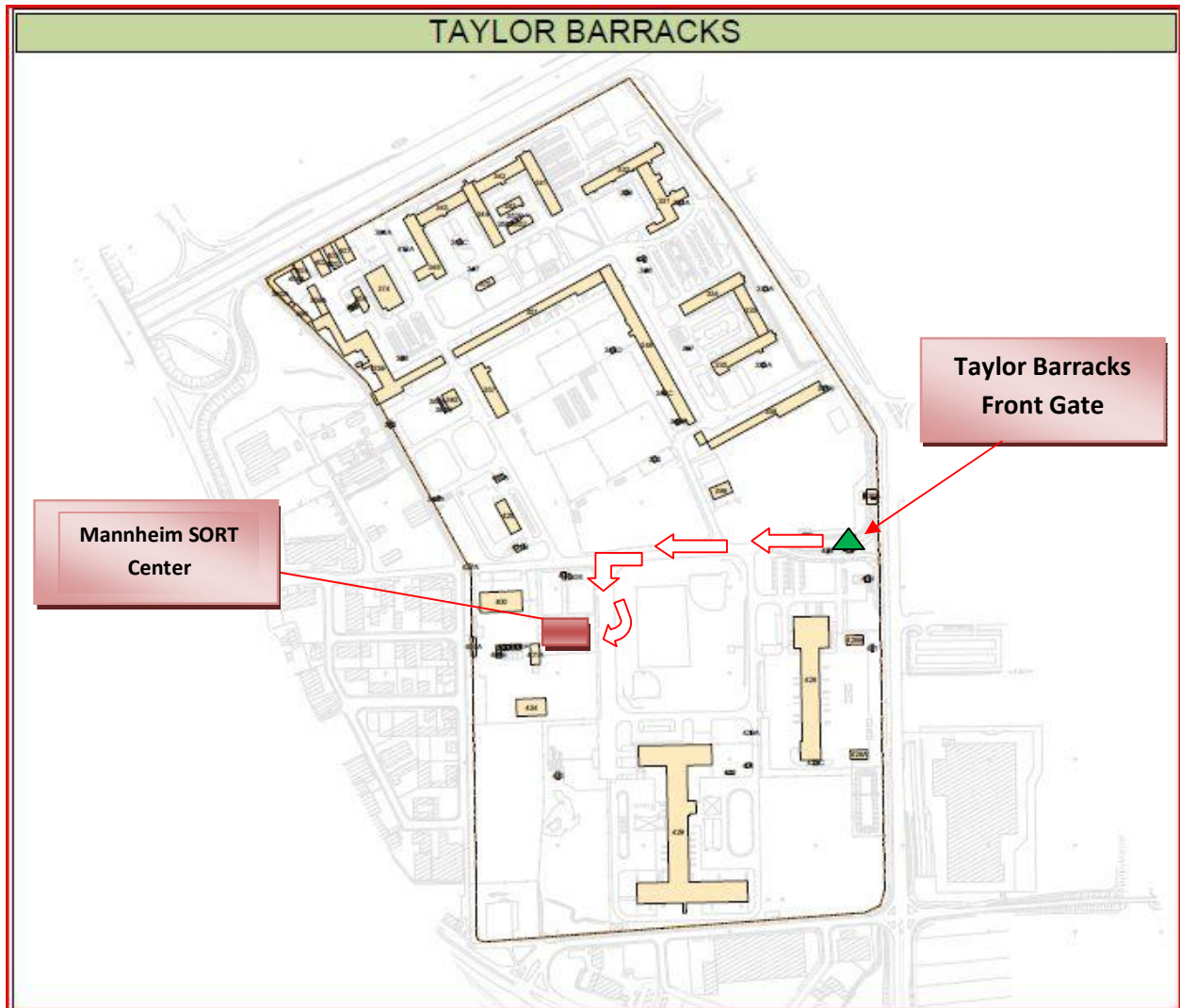
Refuse, Paper, Yellow Bag & Bulk Pick-up: 381-8927/7406

SORT and Recycling Program: 381-7029/8675

SORT Center: 381-SORT

## SORT CENTER INFORMATION

Location: Taylor Barracks, Bldg# 405b. Telephone 381-7678.



Hours of Operation: Monday 0800-1200, Tuesday-Saturday 0800-1615. Closed on German and American holidays.

Intended use: The SORT Center serves as a central collection point for soldiers/eligible users to discard, screen or remove material i.e., equipment, furniture, waste, refuse items or recyclable goods.

Eligible Users: Eligible users include all personnel and dependents assigned, attached, stationed, or detailed to units, organizations or activities supported by the USAG Mannheim. DoD contract employees and dependents who hold valid civilian identification/privilege cards and are employed in support of USAG Mannheim units, organizations or activities are also considered authorized users.

Personnel living off-post (USAREUR command sponsored/non-command sponsored) are to dispose of their solid waste through their local municipal solid waste programs. Exemptions to use the SORT center are special situations/events (PCS moves, holidays, small amount of bulk waste, household hazardous waste). Assistance will be provided to off-post personnel for proper handling of hard-to-dispose items and major questions regarding municipal solid waste programs through the recycling POCs.

#### **SORT Center Purpose:**

- To provide a convenient and no cost avenue for our soldiers/eligible users to get rid of unwanted household items.
- To help lower the USAG Mannheim's annual trash disposal cost.
- To provide for the safe, proper disposal of household hazardous wastes (includes dry cell batteries, glues, adhesives, paint related materials, used paint, aerosol cans etc.)
- **Customers can take serviceable, discarded items from the SORT Center free of charge for their personal use.** Items must be removed immediately. SORT center employees will not provide temporary storage for any items.

#### **Examples of Items/Materials Accepted at the SORT Center:**

- Hazardous Waste/Materials (includes motor oil, antifreeze, cleaning solvents, paint, car/flashlight batteries, empty oil cans, fluorescent light tubes etc.)
- Appliances (includes A/C units, ranges, refrigerators, washing machines, dryers, vacuums). Electronics (includes TVs, stereos, computer equipment, VCRs)
- Window Panes, Plate Glass & Mirrors
- Tires
- Furniture (incl. chairs, tables, desks and bookcases)
- Wood or Pallets
- Clothing, Curtains, and Rags
- Carpets & Rugs
- Bicycles, Toys and Scrap Metal

**Material not accepted:**

- Military Property (except batteries)
- Government Hand-Receipt Property
- Industrial Property or Waste

**Important information:**

The SORT Center is not a Defense Reutilization Marketing Office (DRMO). Units with truckloads or a larger quantity of material (i.e. furniture, scrap wood/metal) should contact the responsible DRMO for a turn in appointment. Information on DRMO turn in procedures and the SORT Center operation can be obtained at the USAG Mannheim Environmental Management Division at DSN 381-8675/7029 or Civilian 730-8675/7029.

**Bulk Trash Pickup Program**

The Bulk Trash Pick-up Program is a service provided to you by the USAG Mannheim and DPW in an effort to promote a healthy recycling program and to keep our community clean.

1. Bulk trash items may be placed on the curb outside your building on **Sunday Evenings between 1800 – 2200 hrs.** This is the only authorized time to place bulk trash. Placing bulk trash or any other items on the curb at any other time is considered **illegal dumping and is strictly prohibited.**
2. Bulk trash items are **NEVER** placed in front of, in back of, or along side the dumpsters. This is also considered illegal dumping and is strictly prohibited.
3. Any items that can be taken to the SORT Center can be placed on the curb for bulk trash pickup **EXCEPT:**
  - a. Hazardous Materials.
  - b. Paint or Paint products.
  - c. Flammable or corrosive liquids.
  - d. Batteries.
  - e. Glass (Sharp glass edges or broken glass are safety hazards to children and to other sidewalk pedestrians).
  - f. Wood or furniture with nails or large staples protruding.
  - g. Sharp metal objects that may cause injury to children or other pedestrians walking by.
  - h. Any trash that would normally be placed in the containers in the dumpster area such as normal refuse or cardboard.

- i. Residents should take items listed above directly to the SORT Center.
- j. DPW will pick up all bulk trash items before close of business (COB) on Monday. (Tuesday, if Monday is a holiday)

## FIRE PREVENTION AND SAFETY

Residents should adhere to the following safety and fire prevention guidelines:

- Avoid accumulation of paper and waste.
- Do not block exits or exit routes.
- Make sure everyone knows the quickest way out. Do not store anything near chimneys, wiring, under stairways in hallways and or stairs.
- Have emergency phone numbers posted near each phone. DO NOT store anything on or above the stove.
- DO NOT use disposable aluminum foil protectors under the burner.
- Turn appliances off immediately after use.
- Have an adequate lid for each pan / pot readily available when heating up grease.
- NEVER leave the kitchen when the stove is turned on.
- Keep all appliances clean and free of grease.
- Turn pot handles in towards the center or rear of stove.
- DO NOT overload circuits and transformers. Make sure you don't pull more power than is supplied.
- DO NOT use extension cords for use of heat generating appliances.
- Check appliances, multiple outlets, extension cords for frayed or cracked cords.
- If an appliance causes a fuse to blow - DO NOT use it anymore - have it serviced.
- Do not use spray cans near smoke detectors and avoid accumulation of dust, steam and vapors near smoke detectors.
- Keep windows and doors to the outside closed when barbecuing outside.

## IN CASE OF FIRE

**1. Immediately, warn all residents and leave the building** by your planned route of escape. Close doors (and windows if possible) as you evacuate to deter the fire from spreading. Every second counts so do not waste time getting dressed or picking up valuables.

**2. When leaving, do not open any inside door without first feeling its surface.** If it is hot, or if you see smoke seeping through the cracks, do not open that door. Instead, use your alternate exit. If the inside door is cool, place your shoulder against it, open it slowly, and be ready to slam it shut if heat and smoke rush in.



**3. Stay close to the floor if the air is smoky.** Breathe slowly through a cloth, wet if possible.

4. Once outside, **go to the selected meeting place and make sure everyone is there. DO NOT GO BACK INSIDE OF THE HOUSE.**

5. **Call the Fire Department from a civilian phone, from the next building.** Remain calm; give your name, address, and location of the fire. Wait a safe distance from the fire to direct the Fire Department and to tell them if everyone is out of the building.

6. **DO NOT** return to your home until fire officials say that it is all right to do so.

**NOTE:** Statistically, most soldiers and family members are injured trying to fight a fire, rather than emphasize evacuation and wait for professional fire fighters to deal with the situation.

**NOTE:** IAW AR 429-90, Fire, and Emergency Services, "Installations will not furnish portable fire extinguishers in family housing." Fire extinguishers are provided in the stairwell areas of each building. The building coordinator is responsible to inspect the extinguisher monthly for serviceability; i.e., missing seals, cracks to the hose or nozzle. If service is required, a service order should be called into the Work Order Desk (see important telephone numbers at back).

## SMOKE DETECTORS



Smoke detectors are provided in all family housing units. The **smoke detector** is virtually maintenance free; however, if the exterior becomes dusty or greasy, it can be cleaned with a vacuum cleaner. The-detector cover should not be removed when cleaning. Residents should test their smoke detector(s) at least once a month. Using a broom handle or a similar instrument, press the test button for approximately 30-45 seconds to activate the alarm. If the alarm does not sound, check the circuit breaker. Continuous chirping, erratic noise, or a low sound alarm may indicate a defective detector. If you have defective smoke detectors, call the Service Order Desk to submit a service order for maintenance or replacement.

Residents who have battery operated smoke detectors installed should replace the battery once every six months. It is recommend that battery operated detectors are checked weekly.

# Kitchen Fires



Stoves are the #1 fire hazard in kitchens. Burners on electric stoves stay hot a lot longer than those on gas stoves. The electric burner gets so hot that even after it has been turned off, it holds so much heat that it can cause a towel, or a pot holder, or worse yet your clothes to catch fire before it cools off.

## Important **Do's** and **Don'ts** in the Kitchen

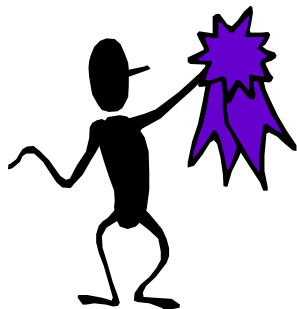
- ✓ **Do** have an adult with you if you are cooking in the kitchen.
- ✓ **Do** keep long hair tied back when you are cooking.
- ✓ **Do** make sure that, if you have a window near the stove, the curtains are tied back and will not blow near a flame or burner.
- ✓ **Do** make sure that the knobs on the stove are difficult for a child to turn.
- ✓ **Do** check to make sure that the on+ signal light for the burners is working.
- ✓ **Do** turn pan handles to the center of the stove so that children cannot reach them and in order to keep them from being knocked off the stove.
- ✓ **Do** put a non-slip mat in front of the stove to keep you from slipping and falling into a burner.
- ✓ **Do** check the cords on all appliances regularly for fraying (fraying means worn because of rubbing). Exposed wires could cause sparks or short circuits.
- ✓ **Do** keep matches out of the reach of children and in covered metal containers.
- ⊘ **Don't** put towels, potholders, or dishrags near a stove burner.
- ⊘ **Don't** wear loose-fitting clothes when you cook, and **don't** reach across the top of the stove when you are cooking.
- ⊘ **Don't** put cookies, candy, or other treats in the cabinets above the stove. Young children may try to reach them and accidentally start the burners, start a fire, or have their clothes catch on fire.
- ⊘ **Don't** store spray cans near the stove.
- ⊘ **Don't** let small children near an open oven door. They can be burned by the heat or by falling onto the door or into the oven.
- ⊘ **Don't** lean against the stove to keep warm.
- ⊘ **Don't** use towels as potholders. They may catch on fire.
- ⊘ **Don't** overload an electrical outlet with several appliances or extension cords. The cords or plugs may overheat and cause a fire.
- ⊘ **Don't** use water to put out a grease fire. **ONLY** use baking soda, salt, or a tight lid. Always keep a box of baking soda near the stove.
- ⊘ **Don't** use radios or other small appliances (mixers, blenders) near the sink

## SPRING AND FALL CLEANUP

The USAG Mannheim Commander sponsors a neighborhood cleanup program scheduled twice each year, once in the spring and once in the fall. All residents are expected to participate and do their fair share of cleaning and beautification within their neighborhoods. Military sponsors will be allowed time during duty hours to participate in neighborhood cleanups. Watch for flyers during the year announcing the times and dates for these events. Supplies and tools are available through the Self Help Issue Point (SHIP).



## COMMUNITY CLEANUP BEST BUILDING



In coordination with the Spring and Fall Cleanups, the USAG Mannheim conducts quarterly community Building of the Quarter competitions during the months of June through October. The program serves as an incentive for residents to beautify their buildings and/or areas and provides recognition for those residents whose efforts to display a sense of pride in their living areas exceed the standard. The USAG Mannheim Commander recognizes winners of each area and signs are placed in front of the winning building for the community cleanup until the following community cleanup winners are selected.

## QUARTERS IMPROVEMENTS AND ENHANCEMENTS

Residents are permitted to perform minor improvement projects in their assigned quarters. Construction or erection of fences, sheds, antennas or anything fixed or attached to the building must have prior approval of the Housing Manager. Requests must be routed from the resident sponsor through the Building and Assistant Area Coordinators, to the Housing FMB. Requests will also include appropriate sketches and a description of proposed materials to be used. A housing inspector will inspect the completed work. If approved, the costs for materials not available through the Self Help Issue Point (SHIP) will be at the expense of the individual. Upon vacating the assigned family quarters, residents must remove any construction or additions (sheds, lockers, fences, etc.) and return the premises to its original condition. **No exceptions or waivers will be granted.** Failure to comply may result in restoration and/or disposal by the DPW and the resident held financially liable for the resulting costs.

In accordance with AR 735-5, financial liability for damages to quarters is **NOT** limited to one month's base pay and service members can be held financially liable for the entire amount of damages and/or the restoration. Service members leaving military service are subject to federal debt collection measures, including, but not limited to confiscation of federal income tax refunds, denial of federal benefits (such as GI Bill or VA loan guarantees), adverse credit reports and garnishment of wages.



## PAINTING QUARTERS

Residents are allowed to paint their quarters with approval from the Housing Division under the provision that the painted walls are repainted to their original color prior to termination of quarters. The Self Help Issue Point (SHIP) carries authorized paint and tint that may be used for any painting project within Government quarters. Residents should refrain from using bright or dark colors to paint their quarters. Bright or dark colors require extra coats of paint to prevent them from bleeding through lighter colors. Residents will be charged for any additional coats of paint required to restore the original color. Wall borders and/or stenciling may also be applied to walls; however, they must be removed to include any residual adhesive before clearing quarters. Failure to adequately remove the border/adhesive may result in charges being assessed to remove the adhesive and/or for additional extra coats of paint needed to cover borders/stenciling. The above standards apply to all quarters, even if the unit is scheduled to be painted when vacated.



At no time should cabinets in renovated kitchens be painted, or have nails or hooks applied to the cabinetry. Decorative type knobs may be placed on cabinets/closets. However, occupants must reinstall standard Government knobs prior to clearing. Knobs are available at the Self Help Issue Point (SHIP).

It is possible that a resident will be required to paint all or part of his/her quarters prior to clearance. If required, this is considered self help. Do not paint any portion of your quarters without first having your pre-inspection and receiving instructions from your Housing Inspector. If the inspector states that painting is required, the entire wall from floor to ceiling must be painted. **Spot painting of quarters IS NOT permitted.**

Currently flat latex paints are used in the living areas and semi gloss latex in the bathroom and kitchen areas. Both paints are washable; however the paint applied to the kitchen and bathroom walls is more durable due to the usage of these rooms. Semi gloss paint is not used throughout the remainder of the house due to its sealing properties and the fact that inconsistencies in the wall finish are greatly magnified. **Residents are not to use semi-gloss paint to paint any other rooms besides the kitchen and bathroom.** Charges will be assessed the sponsor to restore the walls to their original condition.

It is the resident's responsibility to ensure the walls are properly cared for through normal cleaning and wear prevention. Residents can be charged for damage to paint if it is deemed that the life cycle of the paint is shortened for reasons beyond fair wear and tear (FWT) i.e. using colors other than neutral (off white), stenciled borders or wall drawings, or anything that requires extra coats of paint to cover them.

**NOTE:** FWT is defined as; the normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. FWT is not determined by family size or ages of dependents. An item that has to be repaired or replaced before its full

life expectancy has been reached due to neglect or failure to correct the cause of damage or improper maintenance is considered beyond FWT.

Some examples of items typically considered beyond FWT:

- Paint that has been removed from the walls due to stains, crayons, foodstuff, or other foreign material.
- Hand and fingerprints that cannot be removed through normal cleaning.
- Performing an unprofessional paint job.
- Scratches and gouges due to furniture being placed directly against the walls.
- Excessive use or improper size (too large) of wall fasteners for hanging pictures.
- Smoking that causes the walls to turn yellow.
- Excessive grease splatters in kitchen areas.

This list is not all inclusive, but it provides a general idea of the guideline inspectors use to determine FWT.

Walls must be cleaned prior to painting. To properly clean the walls one should use a light non-abrasive cleaning solution with warm water. A sponge or other non-abrasive item should be used to clean soiled areas. Painting is required from floor to ceiling. Sponsors will be charged for any unprofessional paint jobs. A professional paint job is defined as one where the paint is smoothly and evenly with no overlapping on the floors and ceilings. **Wood baseboards, light switches and receptacle covers must not be painted on or over.** All work is subject to the approval of the Housing inspector. If the painting does not meet required standards (not a professional job), the resident will be charged to repaint the quarters. There are several very helpful painting tips located at the following website: <http://www.paintinfo.com/mpi/index.htm>

## CARE OF WOODEN FLOORS

Parquet floors are sanded and sealed on a 10-year cycle, which prolongs the life of the floor. Although constructed from hardwood, these floors are particularly susceptible to damages from heels and furnishings. While some scratches are to be expected during the life of the floors, residents are expected to provide adequate protection to keep such damages to a minimum. Simple preventative steps such as not wearing cleats on the floor; not walking in steel tipped heels over bare floors; or moving furniture without proper protection to the floors, go a long way in preventing the requirement for out of cycle sanding and possibly being held liable for damages. Pets are a major cause of damage to hardwood floors. Large animals tend to scratch floors with their claws. Pet urine will permanently damage floors if not cleaned immediately. Excessive water causes floor to separate. Sponsors will be charged for damages to floors caused by their pets, due excessive use of water, preventable furniture scratches or other damage that is considered beyond FWT. Cleaning of parquet floors is very easy. No cleaning solutions are needed. When mopping, the mop should be just damp enough to provide cleaning, not dripping with water. **Do not use any kind of wax product on the floors.**

## SERVICE ORDERS (SO)

Service orders are classified in 3 categories, routine, urgent and emergency:

Priority 1: Emergencies are considered expected, serious occurrences or situations that could cause injury or harm to personnel or cause serious damage to government facilities. Response time for emergency service orders is within 30 minutes during duty hours and within one (1) hour after duty hours, and on weekends and holidays.

Priority 2: Urgent service orders are those items that may turn into emergencies if not repaired quickly. These service orders will be responded to with the first available craftsperson or not later than the next workday.

Priority 3: Routine service orders are for the normal day-to-day occurrences that need repair, such as loose tiles, sticking doors or windows, and items of this nature. Response time for routine repairs is as soon as possible after notification/delivery of the SO within 45 days.

All routine and urgent maintenance calls must be made during duty hours (0730-1630 hours, and Monday -Thursday and from 0730-1330 hours on Friday). **Only bona fide emergencies should be called in after duty hours.** Calls made after duty hours are evaluated and responded to in the following order:

- a. Physical harm to personnel
- b. Structural damage to the facilities
- c. Potential property damage

If unsure about the service order classification, ask the service order desk when phoning in. The Service Order reception desk is closed on all German and most American holidays.

## APPLIANCE REPAIR

Before you report a broken appliance to the Service Order reception desk, make sure the appliance is plugged in and has not blown a fuse or tripped a circuit breaker. If the power is on and the appliance still does not operate call the Service Order reception desk for guidance. Provide the make, model, and inventory number of the appliance (if available) and a complete description of the problem.

## SELF HELP PROGRAM



The Self Help program allows residents to accomplish minor upkeep and repair work in their quarters to keep their quarters in a good state of repair and to enhance their surroundings. Use of the Self Help Issue Point (SHIP) is

available to all on-post residents, Building Coordinators and their designated representatives. Participation in the Self Help program is mandatory.

The following repairs are considered self-help repairs that residents can realistically be expected to perform as a prudent homeowner. The list is not all-inclusive and represents the **minimum** requirements a resident should perform while residing in Government family quarters.

### Carpentry

- Tighten hinges on doors and cabinets
- Tighten or replace towel bars, racks, soap dish holders, and toilet paper dispensers only if holes match. If holes must be drilled, ask Facility Service Branch.
- Tighten striker plates
- Ensure handles are securely fastened on doors, cabinets, and closet doors.
- Replace cabinet magnets
- Tighten or replace doorstops
- Replace curtain hooks and clips

### Plumbing

- Replace showerhead and hose
- Replace faucet aerators
- Replace sink stoppers
- Replace faucet handles
- Replace faucet washers
- Replace drain plugs and chains



### Electrical

- Replace light globes and covers
- Ensure all light fixtures have working bulbs

### General

- Replace toilet seat
- Ensure all weather-stripping is in place and functional
- Ensure dryer filter is clean
- Complete Self-Help painting requirements as required
- Remove all nails, screws from walls used for hanging pictures
- Replace drip pans on stove
- Replace range hood filters
- Replace torn or perforated window screens

## SELF HELP STORE ITEMS

Some items are on a direct exchange basis only. Examples are: appliance parts, light bulbs, light globes, plate glass shelves, and toilet seats.

### **Common Items**

Cabinet Knobs  
Closet Rods  
Wire Brushes  
Window Putty  
Window Keys  
Weather Stripping  
Washers, Bolts, Nuts  
Screws  
Nails  
Curtain Hooks  
Curtain Tracks  
Washing Machine Filter  
Dryer Filter  
Door Stops  
Cabinet Magnets  
Anchors  
Light Bulbs  
Fluorescent Starters  
Fluorescent Lights  
Evaporators for Radiators  
Clothes Lines  
Stove Drip Pans

### **Paint Supplies**

Varnish  
Paint White Flat/Gloss  
Drop Clothes  
Paint Brushes  
Roller Sets  
Trays  
Sandpaper  
Turpentine  
Masking Tape  
Putty  
Putty Knife  
Metal Brush  
Thinner

### **Bathroom/Plumbing**

Bathroom Keys  
Shelves  
Mirrors  
Caulking  
Stoppers  
Towel Bars  
Towel Racks  
Plunger  
Shower Head  
Shower Curtain Rods  
Shower Curtain Hooks  
Shower Hose  
Soap Dish  
Toilet Fastenings  
Toilet Paper Dispensers  
Faucet Aerators  
Grab Bars  
Faucet Washers

Self Help also stocks some items for maintaining grounds, such as rakes and shovels.

## HOUSEHOLD TIPS

The following tips will help keep appliances and plumbing functioning properly:

### **APPLIANCES:**

**Stove:** When cleaning the stove be sure to clean the top, sides, back and lid areas. Do not immerse the burners in water as it can cause them to short out or explode. Porcelain is an enamel finish, is a glass-like substance, and must be treated gently.

Do not use oven cleaner on any surfaces except the interior of the oven. To remove the oven door for cleaning, open the door to the first click and then lift the door off.

**Range Hood:** Excessive grease build up is a fire hazard. Metal filters may be washed in the dishwasher. Do not get charcoal or fiber filters wet. Exhaust fans and motors may be removed for cleaning. Pay careful attention to the inside housing of the range hood.

**Exhaust Fan:** Always run your exhaust fan when showering or when using the dishwasher in order to vent any extra moisture out of the house and prevent mildew and mold problems. All exhaust fans should be removed at least yearly for cleaning. There are several types in family quarters. Contact the Self Help Issue Point (SHIP) for your area, if you have any questions as to the removal or cleaning of your exhaust fan.

**Refrigerator:** Pay close attention to all surfaces of the refrigerator to include door seals. If you have a non-self defrosting freezer, do not use ice picks, knives or any other sharp instrument to remove ice or frost. Any damage from such action will be charged to the resident. Keeping the coils free of dust and lint will insure proper cooling of the refrigerator. Use a vacuum cleaner, either by removing the front kick plate (it snaps on and off) or by pulling the refrigerator out from the wall and vacuuming the coils from the back. This procedure should be done at least every 30 days.

**Dishwasher:** Clean all surfaces of the dishwasher. Special care should be used to clean the inside bottom of the door, as this is where grease tends to collect. Lime removing products can be run through on a regular basis (empty) and then thoroughly rinsed prior to using for household items.

**Washer:** If your washer has an internal lint trap make sure you clean it each time you use the washer.

**Dryer:** Excessive lint buildup is a fire hazard. Clean your lint filter each time you operate your dryer. At least twice a year remove the dryer hose from the dryer and outside connection. To remove the lint from the hose, place it in the sink or a bucket and soak, flush the inside and out with fresh water. Make sure you also brush the outside vent free of lint. Remove the back from the dryer and vacuum to remove all lint. Reassemble the unit and reattach the hose to the dryer and the outside vent. If you have any questions, please call Appliance Section.

## **PLUMBING:**

**Plungers:** Plungers to clear sinks and commodes are available at Self Help. There should be at least one plunger in the quarters.

**Commodes:** If your commode overflows, use the shutoff valve first. It is located under the toilet tank next to the wall. Locate your plunger, use it and try to clear the blockage. Please do not stand by and watch water flood into the hall or down the wall to the next floor. Emergency personnel are authorized to shut off the cause of the problem and place the toilet or sink back into service. Water damage will be corrected during the normal workweek.

**Sinks:** First remove all dishes, pots and pans, etc. from both of the sink basins. Cover the drain on one side of the sink to form a seal. Use the plunger on the other drain. By covering one drain,

you will have formed a vacuum that can help to remove the blockage. Preventative measures against sink clogs are to not flush grease, coffee grounds, onionskins, celery, rice, and lint from your washing machine or hair down the drain. Once these items travel down the pipes and sit for any amount of time, the mixture congeals and makes a solid mass that water cannot penetrate.

**Faucet Washers:** Self Help has an assortment of faucet washers. You can fix your leaky faucets on your own time, rather than waiting at home for a maintenance person.

**Outside Faucets:** Please drain your outside hoses and store them inside no later than 1 October each year. Ensure the outside faucet is shut off. Some quarters have internal shut-off knobs to turn off the water, which feeds the faucet. Turn this knob off and then turn the outside faucet on until no water comes out. In the spring, please remember to turn the knob back on.

**Basement Drains:** Please do not wash paint, gasoline, solvents, pet feces, toys, etc. into the basement floor drain. This will pose a health and safety hazard. Fumes will accumulate in low areas and may result in creating a fire hazard. Unpleasant odors are often the first clue of misuse of drains. These odors can also be transmitted from one basement to another

## CLEARING QUARTERS

Sponsors or their spouses are strongly encouraged to schedule their pre and final inspections as soon as they know they will be leaving. PCS orders are not required to schedule a Pre-inspection. The more time between pre and final inspections, the easier it is to clear quarters. Pre-termination inspections should be scheduled 30-60 days in advance of your PCS.

The list of Self Help requirements in this handbook can be used as a checklist. All Self Help items are required to be complete on an as needed basis prior to clearing quarters.

### Pre-Termination Inspection

During your Pre-Term Inspection, an inspector will walk with you through your house to determine repair work required during between occupancy maintenance (BOM) and to explain cleaning requirements for the termination inspection and to inform you of any self help repairs that are required. You should inform the inspector of any needed repair work that you are aware of at this time. It's a good idea to write down any questions you may have regarding clearing quarters prior to the Pre-Inspection ask the inspector at the Pre-Inspection. The inspector will also provide information on clearance of furnishings.

### Termination/Final Inspection

During this inspection, the inspector will ensure you have met all self help and cleaning requirements, (to include grounds maintenance in Grant Circle) as instructed during the Pre-termination inspection. Furniture or furnishings in the quarters will be inventoried to account for all property on your hand receipt. Sponsors will be charged for damaged or missing items. If all clearing requirements have been met and there are no charges for damage, the inspector will



collect the house keys and the sponsor will be cleared from quarters. If charges for damage have been assessed, the sponsor must report to the Housing Division to pay for the damages and receive final clearance.

## **Safe Neighborhood Awareness Program (SNAP)**

1. General: The SNAP is composed of an organized network of residents interacting with the neighbors and the Military Police in preventing and detecting crime, increasing security awareness and good order and discipline in the housing areas.
2. Objectives: The SNAP is designed to encourage military sponsors and their families to participate actively in protecting their property and the property of their neighbors, to detect and correct problems with neighborhood discipline and other issues before they require law enforcement involvement, to participate actively in crime prevention programs and to report suspicious activities to the Military Police. Additionally, the program is designed to develop the following:
  - a. Awareness of community discipline and crime trends and development of prevention efforts.
  - b. Knowledge of quarters security procedures and their effectiveness
  - c. A cooperative system of surveillance over each neighbors property and the neighbors common areas.
  - d. Accurate observation and reporting of suspicious activities.
  - e. Reliable two-way information links between the families in the community and the Military Police.
3. Responsibilities:
  - a. Area Coordinators: Encouraged to accept the primary role as facilitator of SNAP in their area.
  - b. Building Coordinators are the primary link between the Provost Marshall Office (PMO) and their area of responsibility. Building Coordinators will be the eyes and ears of the PMO by providing accurate and timely criminal intelligence information and assist in the deployment of Military Police assets. Building Coordinators will attend SNAP training sessions (held at the conclusion of housing training sessions and/or Town Hall meetings).
  - c. Alternate Building Coordinators performs the duties of the Building Coordinator in his/her absence.